

WELCOME TO Z7 SOLUTIONS

YOUR TRUSTED PARTNER FOR
STATE AND LOCAL GOVERNMENT IT



Z7 SOLUTIONS

TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
OUR SERVICE PORTFOLIO	4
END-TO-END IT SOLUTIONS FOR GOVERNMENT ENTITIES.....	4
VIRTUAL COMPUTING, CLOUD SOLUTIONS, AND HIGH ASSURANCE SERVICES.....	4
INFORMATION SECURITY.....	5
ENDPOINT DEVICES	5
APPLICATION MODERNIZATION.....	5
ARTIFICIAL INTELLIGENCE (AI) AND MACHINE LEARNING (ML).....	6
COMPUTE.....	6
STORAGE.....	6
NETWORKING AND ZTA.....	7
BACKUP AND ARCHIVING	7
DATA LOSS PREVENTION (DLP)	7
BUSINESS CONTINUITY AND DISASTER RECOVERY (DR)	8
EXPERIENCE AND EXPERTISE.....	8
PARTNERSHIPS WITH INDUSTRY LEADERS	8
CUSTOMER-CENTRIC APPROACH	8
JOIN US IN DRIVING DIGITAL TRANSFORMATION.....	9
SOME GRAPHICS HERE WOULD BE NICE WHERE IT STARTS MSP TALK.....	9
OUR APPROACH AND FRAMEWORK	10
CUSTOMER EXPERIENCE HUB.....	12
PROACTIVE SYSTEM SURVEILLANCE (PSS).....	12
BUSINESS PROCESS OPTIMIZATION (BPO).....	12
SECURE OPERATIONS CONTROL CENTER (SOCC)	12
COMPLIANCE AND TOOLS	13
OUR TEAM OF SUBJECT MATTER EXPERTS (SMES)	14
AT Z7 SOLUTIONS, WE POSITION OURSELVES AS YOUR TRUSTED TECHNOLOGY PARTNER	15
VALUE PROPOSITION.....	16
CASE STUDY: PROACTIVE VDI AND MSP SOLUTIONS BY Z7 ENHANCE NY STATE AGENCY'S COVID-19 RESPONSE.....	17
WHAT OUR CUSTOMERS ARE SAYING.....	19
CAPABILITY STATEMENT.....	20

EXECUTIVE SUMMARY

Z7 Solutions is your strategic partner for efficient and transformative IT services, specializing in the unique needs of State and Local Government sectors. As a prime state and local government Managed Services and IT Solutions Provider and Integrator, Z7 Solutions is uniquely equipped to harness technology, providing practical solutions that enhance operational effectiveness, productivity, and safety. We specialize in a multitude of IT domains, delivering robust, industry-leading solutions to the state and local government market. Z7 Solutions is an SBA 8(a) Certified, Native American Women Owned entity based in Orlando, Florida, and functions as an Indian Economic Enterprise. With MWBE and DBE certifications, our capabilities extend to ensuring seamless, reliable, and technologically progressive solutions.



OUR SERVICE PORTFOLIO

End-to-End IT Solutions for Government Entities

Our areas of specialization include Virtual Computing and Cloud Solutions, Information Security, Endpoint Devices, Application Modernization, Artificial Intelligence (AI) and Machine Learning (ML), Compute, Storage, Networking and ZTA, Backup and Archiving, Data Loss Prevention (DLP), and Business Continuity and Disaster Recovery (DR) solutions.

Virtual Computing, Cloud Solutions, and High Assurance Services

Understanding the complex digital terrain of the state and local government sector necessitates proficient management of digital infrastructures. Recognizing this multifaceted challenge, Z7 Solutions offers advanced virtual computing and cloud solutions, designed to boost scalability, flexibility, and streamline operational effectiveness.

Our suite of solutions includes Virtual Desktop Infrastructure (VDI) services, offering a secure, manageable, and cost-effective approach to end-user computing. We facilitate state and local employees to access their desktops from any location and device, guaranteeing continuity of operations in a highly secure manner.

Z7 Solutions also delivers the advantage of Cloud Service offerings. These services provide your agency with cloud solutions that satisfy stringent state and local government security requirements, ensuring the highest degree of assurance for sensitive data.

Our progressive cloud strategies are tailored to cater to the unique needs of the state and local government landscape, driving innovation in public services. They assure a seamless digital transition, secure data management, and effective resource allocation - all of which are integral to the smooth functioning of state and local agencies. Partnering with Z7 Solutions, state and local agencies can confidently navigate the complexities of their digital transformation journey, assured of high assurance in operational performance and data security.

Information Security

In the state and local government sector, data security and integrity are paramount. Z7 Solutions adheres strictly to the highest security standards. Our proactive approach towards risk management, data protection, and compliance adherence ensures a safe and secure digital environment for your agency's operations. Our information security solutions protect critical data and intellectual assets against evolving cyber threats. Our team of certified security professionals conducts thorough risk assessments to identify potential vulnerabilities and design tailored solutions to mitigate these risks. We implement strong encryption, robust access controls, and advanced threat detection mechanisms to safeguard your sensitive data. Additionally, we ensure that all systems and processes are compliant with relevant regulations and best practices, providing you with peace of mind and ensuring the integrity and confidentiality of your data.

Endpoint Devices

In a world where digital technology reigns supreme, the diversity of devices utilized within the state and local government sphere is immense. At Z7 Solutions, we provide a comprehensive range of endpoint device solutions designed to cater to this diversity, ensuring a consistent and robust security posture across all devices connected to your network. Our solutions span from endpoint security, involving the safeguarding of data residing on or transmitted by these devices, to device management which focuses on the control of devices within a network to enforce data security policies and maintain overall system integrity. Furthermore, we also manage data on these devices to ensure a seamless flow of information that enhances efficiency. Whether it's a desktop computer, a laptop, a mobile device, or an Internet of Things (IoT) device, we have the technology and expertise to ensure these endpoint devices are secure, optimally performing, and ready to meet the rigorous demands of today's state and local government operations.

Application Modernization

At Z7 Solutions, we understand that many state and local governments grapple with outdated legacy systems. As part of our commitment to providing comprehensive IT solutions, we assist in modernizing these applications. We appreciate the need for agility, efficiency, and adaptability in a fast-paced, ever-changing digital world. Therefore, we ensure your applications are not only relevant but also competitive. We overhaul old, inefficient applications, replacing them with dynamic, feature-rich platforms that can meet modern demands. To do this, we utilize advanced technology such as cloud-native architectures, microservices, and containers. These technologies infuse your applications with the capability to be robust, scalable, and efficient, transforming them into powerful tools that can anticipate and tackle future challenges.

Artificial Intelligence (AI) and Machine Learning (ML)

In the rapidly evolving world of IT, AI and ML are rewriting the rules of operation and management. They have become pivotal in making data-driven decisions and automating routine tasks. At Z7 Solutions, we have the resources and expertise to help government agencies tap into this technological revolution. We provide AI and ML solutions that can transform data into actionable insights, drive intelligent automation, and revolutionize decision-making processes. Coupled with our high-performance computing capabilities, our AI and ML technologies can unlock unprecedented levels of efficiency and effectiveness in your operations, setting the stage for innovative solutions and advanced service delivery.

Compute

As part of our comprehensive IT solutions, Z7 Solutions offers a diverse range of compute solutions tailored to meet the unique demands of government agencies. We understand that every organization has unique needs when it comes to computing power, and we are equipped to provide a wide range of options to cater to these needs. From high-performance servers capable of handling vast amounts of data and complex computations to workstations that enable efficient everyday tasks, we have the resources to power your operations. We also offer specialized systems designed for particular tasks or functions, ensuring that every aspect of your operations is adequately catered for.

Storage

In the data-driven world of state and local governments, efficient and secure storage solutions are not an option—they're a necessity. Z7 Solutions provides advanced storage solutions designed to meet both on-premise and cloud-based needs. We ensure that your data is not only securely stored but also organized in a manner that facilitates easy access and optimal performance. Our solutions provide for scalability, ensuring that as your data needs grow, your storage capabilities can grow with them. Whether you need high-speed storage for critical operational data or long-term storage for archiving, our solutions have you covered.

Networking and ZTA

Networking forms the backbone of any IT infrastructure, and at Z7 Solutions, we take it very seriously. We provide networking solutions that ensure your government agency is always connected, facilitating smooth communication and collaboration. Our solutions are designed to promote seamless and uninterrupted connectivity while keeping security at the forefront. We employ Zero Trust Architecture (ZTA) solutions, an emerging trend in IT security that operates on the principle of never trust, always verify. By implementing ZTA, we add an extra layer of security to your network, keeping it safe from potential threats and ensuring data integrity.

Backup and Archiving

Recognizing the importance of data in government operations, Z7 Solutions offers robust backup and archiving solutions. Our backup services provide a safe and reliable way to store vital operational data, records, and administrative information, ensuring they can be restored quickly and efficiently in case of a data loss incident. Our archiving solutions, on the other hand, are designed to provide long-term storage for government data, ensuring it is preserved and accessible for compliance, reference, and future use. By combining these services, we ensure that your data is protected against loss, damage, or unauthorized access.

Data Loss Prevention (DLP)

Data is a critical asset for any government agency, and protecting it is one of our top priorities at Z7 Solutions. To this end, we offer comprehensive Data Loss Prevention (DLP) services designed to prevent unauthorized access to sensitive data and potential data breaches. Our DLP solutions employ advanced technologies to monitor and control data movement across your network, ensuring that your data remains secure and in compliance with regulatory requirements at all times. By preventing data breaches before they happen, we can help save your organization from potentially devastating financial and reputational damage.

Business Continuity and Disaster Recovery (DR)

The ability to continue operations during a disruption and to recover swiftly afterwards is vital for any government agency. At Z7 Solutions, we provide comprehensive business continuity and disaster recovery solutions to ensure that your organization is prepared for any eventuality. Our business continuity solutions are designed to maintain service, minimize downtime, and prevent data loss during a disruption. Our disaster recovery solutions, meanwhile, focus on restoring systems and services as quickly as possible following a disruption. By combining advanced technologies with proven methodologies, we can help your agency withstand and recover from a range of potential disasters.

Experience and Expertise

Leveraging our vast experience within Federal and State Governments, including New York State and Florida State County Utility firms, we guarantee reliable and efficient IT services. Our years of experience handling year-to-year MSP agreements and overseeing projects of varying sizes and criticality positions us as the trusted IT partner for your government entity. We draw on our knowledge to provide solutions that are tailored to your needs, giving you the assurance of a partner who understands your unique challenges.

Partnerships with Industry Leaders

Our strategic alliances with industry leaders enable us to stay ahead of technological trends. We incorporate the latest industry best practices in our offerings to deliver superior solution results consistently. With our customer-first approach, we ensure your government entity benefits from cutting-edge technology, efficient delivery, and our vast experience within the state and local government sectors.

Customer-Centric Approach

Z7 Solutions places significant emphasis on customer satisfaction. We understand the need for timely, budget-conscious, and goal-aligned project completion. Our customer-centric approach guarantees rapid response times, access to industry professionals, and substantial savings on license and hardware refreshes. We are committed to delivering services that offer tangible value, driving your operations forward, and ensuring you meet your service delivery objectives.

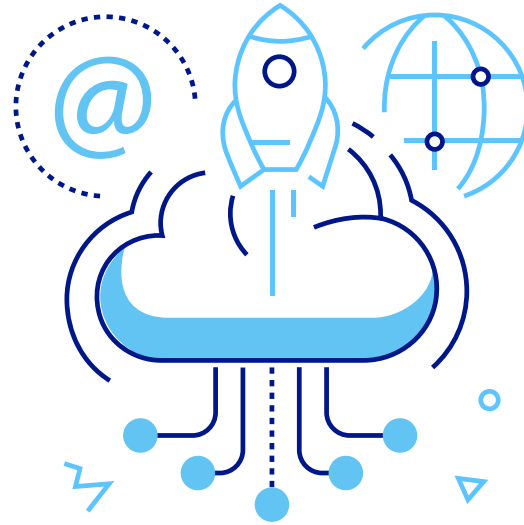
Join Us in Driving Digital Transformation

Trust Z7 Solutions to guide your digital transformation journey. Our unwavering commitment to maintaining the highest security standards and delivering superior IT services has established us as a trusted Managed Services and Solutions Provider. We look forward to partnering with you, harnessing our expertise to create a technologically advanced future for our communities. Let us leverage our solutions to meet your IT needs, driving efficiency, and fostering innovation in your operations.

Some graphics here would be nice where it starts MSP talk

Our Managed Services Provider (MSP) team is equipped with a unique blend of technical proficiency, customer-centric service delivery, and a robust ITIL (Information Technology Infrastructure Library) backed framework that is globally recognized for its effectiveness in IT service management. We offer end-to-end infrastructure services and help desk coverage.

OUR APPROACH AND FRAMEWORK



Holistic Infrastructure Administration: Our approach to infrastructure management is comprehensive and client-centric.

- » **Initial Audit:** We conduct a detailed initial assessment of the client's infrastructure to understand the current state and identify any potential issues or areas for improvement.
- » **Setup and Configuration:** We then proceed to configure necessary systems and tools for remote monitoring and management, personalizing to our clients' unique needs.
- » **Ongoing Management:** We monitor the infrastructure 24/7, identifying any issues and resolving them proactively to prevent any disruption to the client's operations.
- » **Reporting:** We keep our clients in the loop through regular reporting on the state of the infrastructure, highlighting any potential issues and recommending improvements.

End-to-End Cybersecurity Stewardship: We provide cybersecurity management services, protecting the client's IT assets proactively.

- » **Risk Assessment:** Our process starts with a risk assessment to understand the client's cybersecurity posture and identify any vulnerabilities or threats.
- » **Implementation of Security Measures:** Based on the risk assessment, we implement the necessary security measures, such as firewalls, intrusion detection systems, and state-of-the-art antivirus software.
- » **Ongoing Monitoring and Response:** We continuously monitor the client's systems for any signs of a cyber threat and respond swiftly to any incidents.
- » **Security Awareness Training:** We provide cybersecurity awareness training to the client's staff to reduce the risk of human error leading to a security breach. This is a part of our initiative to empower the client's employees with the knowledge to handle potential threats.

We follow a **multi-pronged approach** to deliver top-quality MSP services:

- » **Service Design and Transition:** We design services to meet your business goals and facilitate the seamless transition from existing to new services.
- » **Service Operation:** Our goal is to ensure that your IT services are delivered effectively and efficiently. Our service operations include event management, incident management, request fulfillment, and problem management.
- » **Continual Service Improvement:** We are strong proponents of continual improvement and constantly aim to measure, monitor, and optimize your IT services.
- » **Capacity Management:** We manage the capacity of your IT services to ensure that they can meet the changing business demands.
- » **Availability Management:** We manage the availability of your IT services to ensure that they are accessible when required.

We have implemented our **Z7 MSP Services Framework (Z7 MSPF) based on ITIL framework**, which is considered as **one of the best ITSM frameworks across the globe**. It provides a detailed understanding of IT service management and helps us improve our service offerings systematically. **Z7 MSPF** is carefully built around four essential components, ensuring comprehensive and effective service delivery to our esteemed clients.

Customer Experience Hub

Our framework starts with our customers. Our Customer Experience Hub, known as the first point of contact, is more than just a service desk. It's an integrated support system designed to manage, escalate, and efficiently resolve any issues, ensuring the highest level of customer satisfaction. Service desk personnel play a vital role in handling the overall IT support process.

Proactive System Surveillance (PSS)

We incorporate Remote Monitoring and Management (RMM) under our PSS banner. With a strong belief in preventive action, our PSS involves vigilant monitoring of our clients' networks and systems. We have a robust mechanism to detect potential issues before they become problematic, helping to prevent any disruption to the client's operations and ensuring uninterrupted workflow.

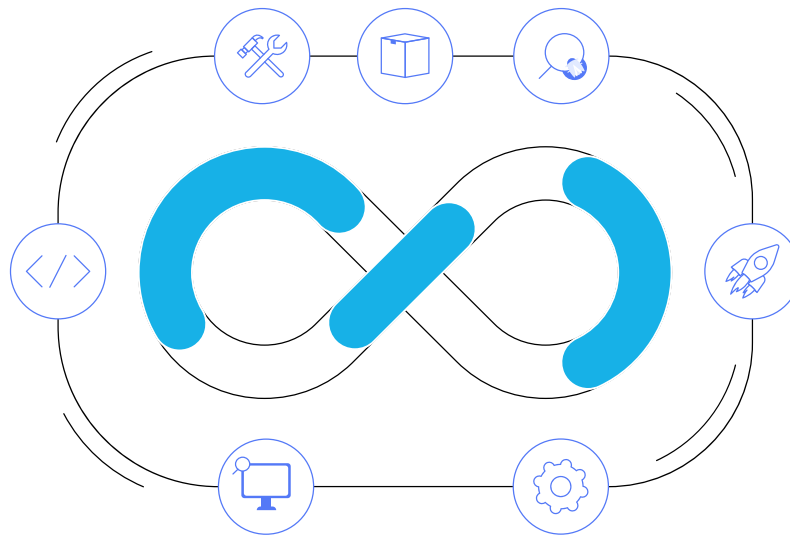
Business Process Optimization (BPO)

BPO is our iteration of Professional Services Automation (PSA), targeted at achieving maximum efficiency and effectiveness in our operations. It includes streamlined processes and advanced software solutions for optimal management of our services. We handle all aspects, including billing, scheduling, project management, and inventory management, so that our clients can focus on their core business operations.

Secure Operations Control Center (SOCC)

Our SOCC is essentially our Network Operations Center (NOC), with an added layer of robust security. It offers continuous surveillance and management of clients' networks to ensure optimal performance and maintain the highest levels of security. Our primary goal is to safeguard our clients' sensitive data and operational integrity.

COMPLIANCE AND TOOLS



We take compliance very seriously and utilize tools that are compliant with NIST (National Institute of Standards and Technology) and HIPAA (Health Insurance Portability and Accountability Act) regulations. These tools are used for Remote Monitoring and Management (RMM), Endpoint Protection, and Ticketing.

These industry-standard compliant tools provide the highest level of security and privacy to our clients and meet even the most rigorous compliance requirements. These include NinjaONE and ConnectWise Full ERP solution. We run a highly-available, highly-secure internal environment. We operate fully managed SentinelONE, 24/7 SOCaaS, Perimeter 81 for SD-WAN and Controlled Access, and Proofpoint for email protection. In addition, all our employees' workstations are fully managed and monitored 24/7.

We handle all customer data according to the highest security standards such as HIPAA, SOC, ITAR, PCI DSS, GDPR, NIST 800-171 & CMMC.

OUR TEAM OF SUBJECT MATTER EXPERTS (SMES)

Our team structure is composed of various roles that work together to provide the best service:

- » **Help Desk Technicians:** They handle daily user tickets and provide coverage for endpoints, managing and resolving issues related to Windows, Mac, Linux, iOS, and Android platforms.
- » **Solutions Engineers:** They provide advanced infrastructure coverage including storage, servers, networking, security, and cloud. They also cover Help Desk escalations. Known as Subject Matter Experts (SMEs). This includes virtually any role (Cloud Automation Expert to Sr. Storage and Virtualization Engineer).
- » **Principal Solutions Architects:** They act as the total escalation point for all technical personnel and offer advisory services to the leadership, keeping them abreast of the changing technology landscape.
- » **Account Executives:** They provide rapid quote delivery for any cost analysis requirements, ensuring transparency with minimal mark-up and full real-cost disclosure. Account Executives will also be able to pull in any additional resources as needed such as DevSecOps, Project Managers, etc. depending on the customer's needs.

AT Z7 SOLUTIONS, WE POSITION OURSELVES AS YOUR TRUSTED TECHNOLOGY PARTNER



At Z7 Solutions, we position ourselves as your trusted technology partner. Our aim is to free you to focus on your core business operations, while we manage your IT with our professional expertise. We offer tailored solutions, ensuring that your IT is being managed efficiently and securely, enhancing your overall business performance.

VALUE PROPOSITION

As your MSP, we deliver:

- » **Proactive Approach:** We predict and prevent issues before they impact your IT services.
- » **Expertise:** Our team of SMEs ensures that you receive high-quality service.
- » **SLAs:** Our SLAs are clearly defined in our SOW from the very beginning. We can accommodate any SLA requirements.
- » **Cost-Efficiency:** Outsourcing your IT services to us helps you save on the cost of maintaining an in-house IT team.
- » **24/7 Support:** We provide round-the-clock support to ensure your operations are always running smoothly.
- » **Scalability:** Our services can be scaled to meet your increasing demands.
- » **Improved Business Focus:** With us managing your IT services, you can concentrate on your core business activities.

CASE STUDY: PROACTIVE VDI AND MSP SOLUTIONS BY Z7 ENHANCE NY STATE AGENCY'S COVID-19 RESPONSE

Challenging Beginnings and Timely Solutions:

Faced with the rising challenge of managing its Citrix virtual infrastructure and the faltering performance of a previous Managed Service Provider (MSP), a NY State Agency sought a more agile, secure, and cost-effective solution. Stepping in at the crucial moment, Z7 Solutions performed a smooth migration from Citrix to VMware VDI, a strategic move that positioned the agency for greater resilience well ahead of the COVID-19 pandemic.

The proactive approach adopted by Z7 Solutions ensured that when the pandemic necessitated a shift to remote work, the NY State Agency was already prepared. This foresight allowed for a transition to a remote work model within a day, effectively maintaining the continuity of operations and averting productivity loss.

Further Enhancements and Innovations

In addition to overseeing the VMware transition, Z7 introduced the advanced Carbon Black Cloud technology for superior endpoint security, took charge of the agency's Dell server stack, and efficiently managed over 40 applications used daily. Currently, Z7 is spearheading the migration to VMware Horizon on Azure, a move that promises improved scalability and security. Concurrently, the implementation of the AVI Load Balancer is underway to optimize cloud workload flexibility.

Impact and Cost Savings

The timely intervention and comprehensive solutions provided by Z7 have reaped significant cost and efficiency benefits for the agency. The proactive migration to VMware VDI enabled better resource allocation, reduced operational overheads, and enhanced security. The swift response and continued management by Z7 Solutions also helped circumvent potential disruptions and productivity losses during the transition to remote work.

In the words of an agency representative, "Z7 continues to support us on system image upgrades as well as keeping us up-to-date technology-wise". This successful engagement has saved the NY State Agency hundreds of thousands in annual expenses.

Conclusion

This case study underscores the value that proactive and competent MSPs like Z7 Solutions can offer. By taking charge of complex IT tasks such as VDI infrastructure and endpoint security during critical times, Z7 allowed the NY State Agency to focus on its core functions. The result was improved operational efficiency, significant cost savings, and a swift, seamless transition to remote work during the COVID-19 pandemic. Z7's exceptional responsiveness and high standard of customer service proved instrumental in achieving the agency's objectives and maintaining operational continuity.

WHAT OUR CUSTOMERS ARE SAYING

"They continue to support us on system image upgrades as well as keeping us up to date technology-wise."

"They felt like part of the team from day one and continue to offer support where they can."

"Their experience and ability to transfer knowledge to the staff are impressive."

"They gave you the attention, care, and accommodations needed to make it a smooth process."

"Z7 Solutions delivered turnkey solutions as fast as we could schedule meetings."

We look forward to providing you with top-notch IT service management and becoming an integral part of your growth story!

Z7 Solutions LLC

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<https://www.z7solutions.com>

CAPABILITY STATEMENT

Z7 Solutions is an Enterprise Managed Services and IT Solutions Provider/Integrator focusing on the Private and Public sectors. Our team specializes in Managed Services, Cyber Security, Data Protection & Migration, VDI and Business Continuity. Originated in 2012, Z7 Solutions is an MWBE, DBE and ISO Certified Business.

Core Competencies

- **Virtual Computing and Cloud Solutions**
 - Virtual Desktops (VDI), Servers and Applications
 - Government Cloud Solutions and Modernization Efforts
 - Zero-Trust Efforts and Application Workload Analysis
 - Enterprise Licensing Renewals
- **Information Security**
 - Network Intrusion Prevention
 - Data & Endpoint Protection
 - Commercial Solutions for Classified (CSfC)
 - Pen-Testing and Full-Scope Vulnerability Assessments
 - Zero-Trust Architecture
- **Endpoint Devices**
 - Thin and Zero Clients
 - Laptops, Desktops, and Tablets
 - Mobile Device Management (MDM)
- **Professional Services**
 - Managed Services (Infrastructure, Endpoints, Help Desk)
 - Staff Augmentation and Professional IT Training
 - Health Checks, Maintenance Contracts, Optimization
 - Mobile and Web Applications Development & Support
- **Enterprise Servers, Storage and Networking**
 - Blade, Rackmount, and Stand-alone Servers
 - Block and File All-Flash Arrays (SAN and NAS)
 - Converged and Hyperconverged Infrastructure
 - Network Routing and Switching
 - IT Lifecycle Services and Support
- **Data Protection (OnPrem and Cloud Scenarios)**
 - Data Backup, BaaS
 - Data Archiving
 - Data Loss Prevention
 - Data Security
 - Disaster Recovery, DRaaS

Differentiators

- Z7 Solutions is Partnered with Industry Leaders to Ensure Consistent Excellence in Helping Customers Globally.
- Z7 Solutions Handles all Customer Data According to the Highest Security standards such as HIPAA, SOC, ITAR, PCI DSS, GDPR, NIST 800-171 & CMMC.
- On Time, On Budget, and On Target Project Completion.
- Decades of Private Enterprise and Public Sector Experience, Specifically Within Federal and State Governments.
- Heavily Vetted Personnel with a Strong Focus on Cybersecurity Awareness and Customer Confidentiality.
- Superior Solution Results due to the Mixture of Delivery Excellence, Private/Public Sector Experience, and Knowledge of Industry's Best Practices.
- Rapid Response Times, Access to Proven Professionals, and Substantial Savings on License and Hardware Refreshes.

Qualifications and Certifications

- Indian Economic Enterprise (IEE)
- Native American/Women-Owned Small Business; <40M AR; <150 FTE;
- **DOT Certified DBE**
- **FL and NY Certified MWBE**
- **ISO 9001, 27001, 20000 and 22301 Certified Business**
- Security Cleared Personnel

Corporate Data

DUNS: 078569125

SAM.GOV Unique Entity ID: DT76MPHZABG8

CAGE Code: 78C83

NAICS Codes: 541512, 511210, 518210, 519190, 541511, 541513, 541519, 541611, 541990, 611420

Contract Vehicles:

- **IT 70 GSA Schedule: GS-35-F-0349S**
- **US ARMY ITES-SW2: W52P1J-20-D-0042**
- **NYS OGS: Dell Technologies, VMware**
- **MTA New York State IT Services and Products**

Geographic Coverage: CONUS and OCONUS

Notable Past Performance

- **NY State Agency**
Long Term Managed Services. Cybersecurity Cloud EDR Solution. Automated Application Testing Solution. Containerized Application Delivery to VMware Horizon (On-Prem and Azure Cloud) VDI Workloads. CISO & Leadership Advisory Services.
- **Largest US Airline Corporation**
Professional Services. Enterprise Storage Implementation and Performance Optimization in a Large Distributed Data Center Environment. Multi-Site Storage Migrations.
- **GA Legal Entity**
CommVault Metallic Cloud Data Protection w/ Azure Solution. FileCloud Enterprise File Sync and Share Solution. DRaaS.
- **FL County Utility Company**
VxRail Hyperconverged Solution w/ Virtual Desktop Infrastructure (VDI). Managed Services. Environment Modernization, Consolidation and Cost Savings Consulting.
- **US Army**
Onsite Architect/Engineering Support Services. Enterprise Storage, Backup and Virtualization Mentoring. Network Security and Monitoring and STIG Hardening.
- **VMware Federal**
Provided PS Resources for Federal VMware Professional Services Organization. Covered Design & Deployment of Complex VMware Solutions in Highly Secured Environments.
- **US Air Force**
Zero-Trust Virtual Desktop Infrastructure Architecture w/ Endpoint Protection. Security Hardening and EFSS. VDI for CSfC Solution Design and Implementation. Leadership Technical Advisory.

Z7 SOLUTIONS



SAM.gov Unique Entity ID: DT76MPHZABG8 | CAGE Code: 78C83
 NAICS Codes: 541512, 511210, 518210, 519190, 541511, 541513, 541519, 541611, 541990, 611420

Native American/Women-Owned Small Business
 MWBE and DBE Certified Business | Indian Economic Enterprise (IEE)

PROUD MEMBER COMPANY



ISO 22301 BUSINESS CONTINUITY SYSTEMS CERTIFIED BUSINESS™
 Z7 SOLUTIONS LLC

ISO 20000 SERVICE MANAGEMENT SYSTEMS CERTIFIED BUSINESS™
 Z7 SOLUTIONS LLC

ISO 9001 QUALITY MANAGEMENT SYSTEMS CERTIFIED BUSINESS™
 Z7 SOLUTIONS LLC

ISO 27001 ISMS MANAGEMENT SYSTEMS CERTIFIED BUSINESS™
 Z7 SOLUTIONS LLC