

# Z7 COMMERCIAL MANAGED SERVICES AND IT SOLUTIONS



**Z7**SOLUTIONS

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## EXECUTIVE SUMMARY

At the very heart of Z7 Commercial Solutions lies an unwavering dedication to IT excellence, primarily crafted for the evolving challenges of mid-sized to large commercial enterprises. From our headquarters nestled in Florida's bustling business hub to our international projects, we've metamorphosed into a key player in the realm of Managed IT Services. Our esteemed ISO/DBE/MWBE certifications aren't just plaques on the wall but represent our ongoing commitment to quality, diversity, and unceasing growth. Our journey is dotted with success stories, such as creating a holistic IT infrastructure for a global conglomerate, reinforcing the synergy between commercial challenges and our innovative solutions.



# OUR SERVICE PORTFOLIO

As the ever-growing commercial sector evolves, Z7 rises to the occasion with a bouquet of services. Whether you glance at our transformative deployment of Virtual Computing for a retail giant, or the AI-powered analytics platform we shaped for a global supply chain, our offerings resonate with reliability and dynamism. We not only promise solutions; we deliver transformations.

## Virtual Computing and Cloud Solutions

The modern commercial sector thrives on agility, something we deeply understand. By developing tailored hybrid cloud systems, like the one we intricately designed for a pioneering financial institute, we pave the way for efficient, uninterrupted, and informed decision-making processes.

## Information Security

In an era rife with cyber threats, safeguarding commercial assets is paramount. Our track record, including the fortification of a pharmaceutical conglomerate's sensitive research data with cutting-edge firewalls and intrusion prevention systems, showcases our commitment to data sanctity. When Z7 pledges security, we encompass every facet of the term.

## Endpoint Devices

Our prowess extends to device-level management, ensuring a seamless harmony between myriad devices. This was best illustrated when we rejuvenated the entire device network of an international consultancy, resulting in bolstered communication and operational fluidity.

## Application Modernization

A stagnant application is a regressing entity in the commercial sphere. Our milestone achievements, like the metamorphosis of a legacy CRM into a dynamic cloud entity for a renowned media house, underscore our relentless drive for application rejuvenation and modernization.



## Artificial Intelligence and Machine Learning

Leveraging AI and ML, we craft solutions that resonate with foresight and precision. Our collaboration with an e-commerce mogul, creating a prediction model for customer behaviors, solidified their marketing strategies, translating to increased sales and customer satisfaction.

## Compute

The commercial world is data-driven, and our computational solutions embody this essence. A testament to this was our creation of a state-of-the-art data analytics platform for a top-tier logistics company, ensuring they remained a step ahead in market trends.

## Storage

With the deluge of data in commercial firms, intelligent data management is a necessity. Take, for instance, our work with a global real estate conglomerate, where we revamped their storage solutions, resulting in streamlined data access, better client interactions, and seamless deal finalizations.

## Networking and Zero Trust Architecture

Our expertise shines with projects like the holistic SD-WAN solution we masterminded for an international brand. This comprehensive solution strengthened their global communication channels while upholding the highest security standards.

## Backup and Archiving

Reaffirming our dedication to data integrity, our immediate intervention for an insurance giant post a cyberattack showcases our prowess. We not only fortified their backup systems but also streamlined their archiving, ensuring they remain invulnerable to future threats.

## Data Loss Prevention

A testament to our commitment is our strategic DLP implementation for a renowned legal firm, securing their confidential case data, thus elevating their market position and fortifying client trust.

## Business Continuity and Disaster Recovery

Crisis management is a cornerstone of our ethos. A shining example is our swift intervention for a major hotel chain post a natural calamity. Our rapid response and subsequent recovery strategies ensured they were back to business in record time.

## The Z7 Commercial Solutions Advantage

More than a provider, we're a partner. Our legacy is strewn with success tales, from major IT enhancements to strategic cloud transitions. Our certifications and globally recognized standards underscore our commitment to pushing the envelope. Our talented team, with decades of combined experience, ensures your enterprise remains unparalleled in its endeavors. Dive into this partnership, and together, let's chart an unparalleled trajectory of success.

# 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.

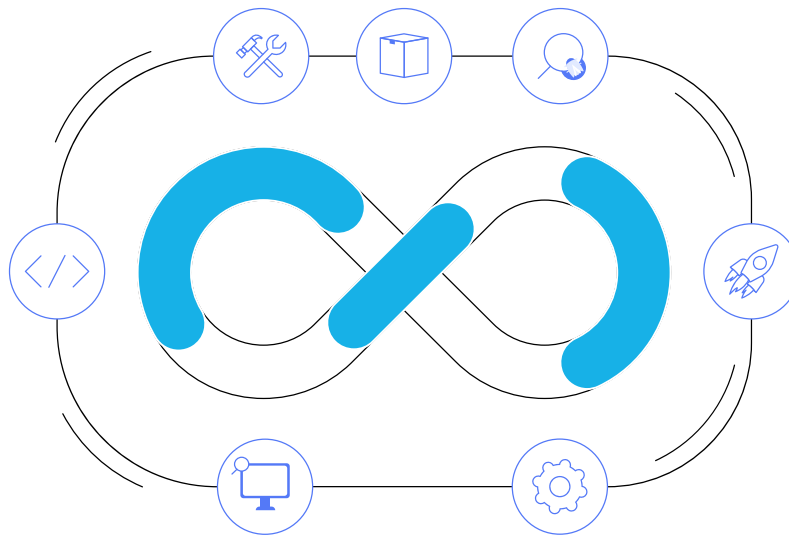
## Business Process Optimization (BPO)

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.



# 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

7380 W Sand Lake Rd, Suite 500-110, Orlando FL 32819

Z7 Office: [\(833\) 384-3464](tel:8333843464) | [office@z7solutions.com](mailto:office@z7solutions.com)

<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 M/WBE, 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.

# Z7SOLUTIONS



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