

Z7 EDUCATION SOLUTIONS

ACCOMPLISHED EDUCATION MANAGED SERVICES AND IT SOLUTIONS PROVIDER



Z7 SOLUTIONS

TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
OUR SERVICE PORTFOLIO	4
INTRODUCTION:	4
1. VIRTUAL COMPUTING AND CLOUD SOLUTIONS	4
2. INFORMATION SECURITY	5
3. ENDPOINT DEVICES	5
4. APPLICATION MODERNIZATION	6
5. ARTIFICIAL INTELLIGENCE (AI) AND MACHINE LEARNING (ML)	6
6. COMPUTE, STORAGE, NETWORKING AND ZTA	7
7. BACKUP AND ARCHIVING	7
8. DATA LOSS PREVENTION (DLP)	8
9. BUSINESS CONTINUITY AND DISASTER RECOVERY (DR) SOLUTIONS	8
OUR APPROACH AND FRAMEWORK	9
CUSTOMER EXPERIENCE HUB	11
PROACTIVE SYSTEM SURVEILLANCE (PSS)	11
BUSINESS PROCESS OPTIMIZATION (BPO)	11
SECURE OPERATIONS CONTROL CENTER (SOCC)	11
COMPLIANCE AND TOOLS	12
OUR TEAM OF SUBJECT MATTER EXPERTS (SMES)	13
AT Z7 SOLUTIONS, WE POSITION OURSELVES AS YOUR TRUSTED TECHNOLOGY PARTNER	14
VALUE PROPOSITION	15
CASE STUDY: STRENGTHENING IT INFRASTRUCTURE AND SECURITY FOR A NON-PROFIT SCHOOL IN FLORIDA WITH Z7 SOLUTIONS	16
WHAT OUR CUSTOMERS ARE SAYING	18
CAPABILITY STATEMENT	19

EXECUTIVE SUMMARY

Z7 Education Solutions stands tall as a reputable provider of superior, affordable, and proficient IT solutions specifically tailored for the education sector. As a proudly certified MWBE and DBE company, we have established strong partnerships with industry leaders to ensure continuous excellence in delivering solutions for customers in Florida and around the world. Our intimate understanding of educational systems, backed by our comprehensive technological capabilities, fuels our commitment to delivering transformative solutions.



OUR SERVICE PORTFOLIO

Introduction:

Education today is not just limited to books and classrooms. The digital age has transformed the ways we impart and receive knowledge. Technological advancements are reshaping education paradigms, bringing about more efficient, engaging, and innovative learning methods. For educational institutions to thrive in this age, they need to adapt and align themselves with the right technological strategies.

Z7 Solutions stands as a beacon for those aiming to elevate their technological framework and digital integration. With years of experience and a dedicated focus on the education sector, Z7 offers tailored IT solutions that drive academic excellence. Whether you're a global university or a local school, this guide will illuminate the path to a more connected, efficient, and innovative educational environment.

1. Virtual Computing and Cloud Solutions

In the era of digitized education, the value of virtual computing and cloud solutions cannot be overstated. The education sector often struggles with challenges like limited infrastructure, a diverse range of user requirements, and cost constraints. Virtual computing and cloud solutions address these pain points, providing a flexible, scalable, and economical environment for both educators and students.

Scalability: One of the most significant advantages of cloud solutions is scalability. Educational institutions undergo various changes throughout the year – admissions, examinations, research projects, and more. With cloud infrastructure, resources can be scaled up during peak times and scaled down during lulls, ensuring optimized costs and performance.

Accessibility: Physical boundaries are a thing of the past. Whether it's students accessing lecture notes from home, researchers collaborating from different parts of the world, or educators preparing lessons off-campus, virtual computing makes it all possible. Z7 Solutions ensures a seamless experience, allowing users to access resources from any device, anytime, anywhere.

Cost Efficiency: Infrastructure costs can be daunting for educational institutions. There's the expense of procuring hardware, the space to house it, and the resources to maintain it. Cloud solutions significantly mitigate these costs. With Z7's cloud services, institutions only pay for what they use, turning a typically CapEx-heavy endeavor into a more manageable OpEx model.

Integration: Integration is key for a cohesive learning experience. Z7 Solutions facilitates the seamless integration of various educational tools and platforms. Whether it's Learning Management Systems (LMS), student databases, or collaborative tools, Z7 ensures that all systems work harmoniously.

2. Information Security

In an age where data breaches and cyber threats are rampant, the importance of information security in education cannot be emphasized enough. Students, educators, and administrators rely on IT systems daily, making them vulnerable to a plethora of threats.

Protection from Threats: Cyber-attacks, malware, phishing attempts, and unauthorized access are threats that educational institutions face. Z7 Solutions deploys a multi-layered security approach, combining firewalls, intrusion detection systems, anti-malware software, and more to offer robust protection.

Regulatory Compliance: Various regulations mandate the protection of student data. Z7 Solutions ensures that all systems and processes align with these regulations, guaranteeing not just compliance but also the trust of students and educators.

Training & Awareness: The human element is often the weakest link in security. Z7 Solutions offers regular training sessions for educators, administrators, and students, ensuring that they're aware of the best practices to keep data safe. Workshops, webinars, and online modules are frequently provided to update users on the latest threats and how to counteract them.

3. Endpoint Devices

Endpoint devices are ubiquitous in educational settings. From students' smartphones to faculty laptops, these devices form a vital part of the learning process. But with this proliferation comes the challenge of management and security.

Device Management: Z7 Solutions provides comprehensive device management solutions that enable centralized control over all devices. This ensures uniform software updates, patches, and consistent security protocols across all endpoints.

Security: Each endpoint device represents a potential entry point for threats. Z7 Solutions employs advanced encryption, biometric verification, and remote device tracking to secure each device. Furthermore, in case of lost devices, remote wipe capabilities ensure that data doesn't fall into the wrong hands.

Support: Issues with devices can significantly hamper the learning process. With Z7's 24/7 support, issues are addressed promptly, ensuring minimal disruption and downtime.

4. Application Modernization

Legacy applications can slow down operations, pose security risks, and hinder the integration of new technologies. Modernizing these applications is pivotal for institutions to stay relevant and efficient.

Migration: Z7 Solutions specializes in migrating institutions from outdated systems to modern platforms without losing data integrity or causing operational disruptions. This ensures a smoother, faster, and more reliable application landscape.

Integration: Post-migration, integration plays a crucial role. Z7 guarantees that all modernized applications cohesively function within the institution's IT framework, ensuring data flow, communication, and interoperability are seamless.

Enhancement: Beyond migration and integration, Z7 continually works to enhance application capabilities. By leveraging the latest technological advancements, institutions can avail of new features, improved user interfaces, and optimized performance.

5. Artificial Intelligence (AI) and Machine Learning (ML)

The rise of AI and ML has brought unprecedented opportunities for personalized learning, administrative efficiency, and insights-driven decisions.

Personalized Learning: No two students are the same. With Z7's AI-driven solutions, learning experiences can be tailored to individual student needs, preferences, and progress levels. This can mean anything from recommending additional resources to predicting areas where a student might need additional support.

Automated Administrative Tasks: Administrative tasks can be cumbersome and time-consuming. By leveraging ML, Z7 Solutions can automate routine tasks like scheduling, student attendance, and even basic queries, freeing up valuable resources for more mission-critical functions.

Advanced Analytics: AI and ML can process vast amounts of data to provide actionable insights. Whether it's understanding student performance, curriculum effectiveness, or predicting future enrollment trends, Z7's analytics solutions offer institutions the tools to make data-driven decisions.

6. Compute, Storage, Networking and ZTA

The backbone of any educational institution's IT infrastructure lies in its compute, storage, and networking capabilities. Moreover, with the rise of cyber threats, Zero Trust Architecture (ZTA) has become a necessity.

High-Performance Computing: Complex tasks, especially in research-heavy institutions, require powerful computing capabilities. Z7 Solutions offers solutions that support heavy-duty tasks, ensuring researchers and educators have all the computational power they need.

Efficient Storage Solutions: Z7 provides secure, scalable, and easily accessible storage solutions, catering to the vast amounts of data that institutions generate daily.

Network Optimization: For any IT system to function seamlessly, a robust and reliable network is paramount. Z7 ensures not only high-speed connectivity but also network security, making data transfers efficient and safe.

ZTA Implementation: Trusting no entity by default, whether inside or outside the organization, is the essence of Zero Trust Architecture. Z7's ZTA solutions ensure that only verified and authorized entities get access, significantly reducing the risk of breaches.

7. Backup and Archiving

Preserving data integrity and ensuring its availability even in unforeseen situations is crucial for educational institutions.

Regular Backups: Z7 Solutions has automated systems in place for periodic data backups, ensuring that the latest data versions are always safeguarded against unexpected losses.

Data Archiving: For long-term data preservation, especially data that isn't accessed frequently, Z7 provides archiving solutions. This ensures that data remains retrievable and secure, without occupying primary storage spaces.

Quick Restoration: The real value of backup and archiving solutions is realized when data needs to be restored. Z7 guarantees swift data restoration, ensuring minimal disruption in the event of data loss.

8. Data Loss Prevention (DLP)

Preventing data breaches and unauthorized data access is paramount for institutions handling sensitive student and research information.

Real-time Monitoring: Z7's DLP solutions offer continuous surveillance, immediately detecting and preventing unauthorized data transfers or breaches.

Access Control: Granular access controls ensure that only authorized personnel have the necessary permissions to access, modify, or transfer sensitive data.

Incident Response: In the rare event of a breach or unauthorized access attempt, Z7's rapid incident response mechanisms come into play, ensuring swift containment and remediation.

9. Business Continuity and Disaster Recovery (DR) solutions

Unforeseen events – be it natural disasters, cyber-attacks, or hardware failures – can disrupt operations. Preparedness for such events is vital to ensure continuity.

Disaster Recovery Plans: Z7 offers bespoke DR plans tailored to each institution's unique needs and infrastructure, ensuring a roadmap for swift operational restoration.

Data Redundancy: By storing data across multiple locations and formats, Z7 ensures that no single point of failure can lead to complete data loss.

Regular Drills: The effectiveness of any DR plan lies in its execution. Z7 conducts regular DR drills, ensuring that in the event of a real disaster, all stakeholders know their roles and can execute the plan efficiently.

By focusing on these nine pillars, Z7 Solutions ensures that educational institutions are not only equipped to meet today's challenges but are also future-ready. With a combination of cutting-edge technology and a deep understanding of the education sector's unique needs, Z7 stands as the preferred IT solutions partner for educational institutions worldwide.

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.

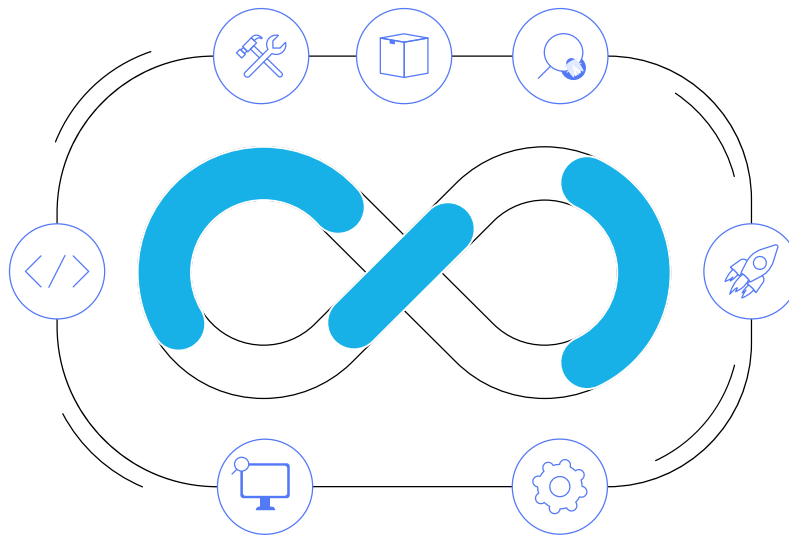
Business Process Optimization (BPO)

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: STRENGTHENING IT INFRASTRUCTURE AND SECURITY FOR A NON-PROFIT SCHOOL IN FLORIDA WITH Z7 SOLUTIONS

Background:

When a Non-Profit School in Florida sought to bolster its IT environment, Z7 Solutions stepped in with its state-of-the-art Managed Services and IT Solutions. The school's aim was simple: to provide an uninterrupted, secure, and efficient tech experience for its students and faculty. The onus was on Z7 Solutions to transform their existing infrastructure into a beacon of digital excellence.

The Challenge:

The school was navigating through a sea of challenges:

- A disparate tech setup with Chromebooks for students and Windows laptops for the faculty.
- No cohesive system for remote management and monitoring of endpoints.
- Inadequate web security for the students' devices.
- Faculty overwhelmed with the complexities of SaaS product and vendor relations.
- An urgent need to bolster endpoint and email security.

The Strategy:

Z7 Solutions, with its rich expertise, charted a roadmap that was both comprehensive and future-forward:

- **Device Configuration:** While the school had already procured Chromebooks for its students, Z7 ensured they were optimally configured for educational tasks, with all necessary apps and settings in place. Likewise, the faculty's Windows laptops were fine-tuned for performance and security.

- **Endpoint Management:** We launched a 24/7 remote management and monitoring system for all Windows laptops. This not only ensured peak performance but also swift issue resolutions, even outside of typical school hours.
- **Web Safety for Students:** To protect the young learners from potential online threats, Z7 Solutions implemented advanced web filtering and online protection mechanisms on the Chromebooks.
- **SaaS and Vendor Management:** By taking the reins of the school's SaaS products and vendor relations, Z7 Solutions offered the faculty the freedom to do what they do best: teach.
- **Enhanced Security:** Recognizing the evolving threats in the digital landscape, we integrated SentinelONE combined with 24/7 SOCaaS for critical endpoints. And, with plans to introduce email protection and Cybersecurity Awareness Training, we are ensuring a well-rounded defense mechanism.

Outcome:

Post our intervention, the school experienced:

- Seamless tech operations with negligible disruptions.
- A fortified cybersecurity framework, securing both student and faculty digital activities.
- Empowered staff, unburdened from IT-related tasks and complexities, focusing more on their educational objectives.

Looking Ahead:

As the school's trusted IT partner, Z7 Solutions continues its advisory role, staying ahead of the curve in technology advancements, ensuring the school remains at the forefront of digital education.

Elevate your IT journey with Z7 Solutions
Crafting success stories, one institution at a time.

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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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