

Cloud & AI Infra Led Growth

RAVI SUNDARESAN

Global Practice Head – Cloud and AI Infra



Key Takeaways

- 1** Delivering exceptional **business resiliency** outcomes for our clients with **Agentic AI Ops platforms** from edge to cloud
- 2** **Winning Momentum** - Leading with end-to-end AI-ready cloud transformation wins across much **wider competitive** landscapes as new demand patterns emerge
- 3** **Preparing for Future AI Demands** – Co-innovation with strategic partners position us uniquely to solve **three key gaps** for AI-ready Enterprises

Cloud & AI Infra Business **At A Glance**

160+

Active cloud clients

500K+

Managed Cloud and DC Assets

1.2M+

End points and End Users

30–40%

Agentic AI Autonomous Operations

Edge to Cloud Transformation, SIX GLOBAL PRACTICES

Hybrid Cloud

DIFFERENTIATOR

EvolveOps.AI

AI Infrastructure

DIFFERENTIATOR

Edge.AI

Cybersecurity

DIFFERENTIATOR

UnifiedSecurity.AI

ServiceNow

DIFFERENTIATOR

RapidNow.AI

Digital Workplace

DIFFERENTIATOR

WorkplaceTransform.AI

Platform AIOps

DIFFERENTIATOR

Agentic Command Center

Analyst Recognitions



Partner Ecosystem

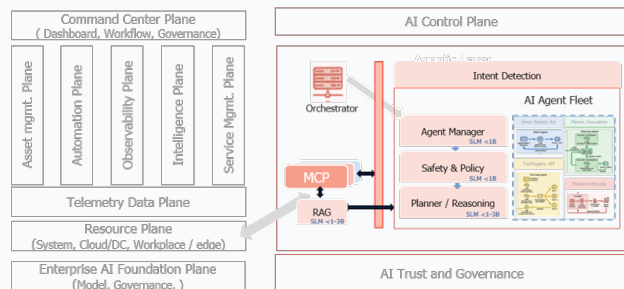


Our AgenticOps Platforms are driving value for our Clients from Edge to Cloud

AI for Cloud, Cloud for AI

EvolveOps.AI

28 purpose-built AI agents that autonomously execute Operations and Cloud Mgmt tasks



CLOUD and Agentic Ops

Intelligent AI Cloud Orchestration

Intelligent AI Cloud Transformation

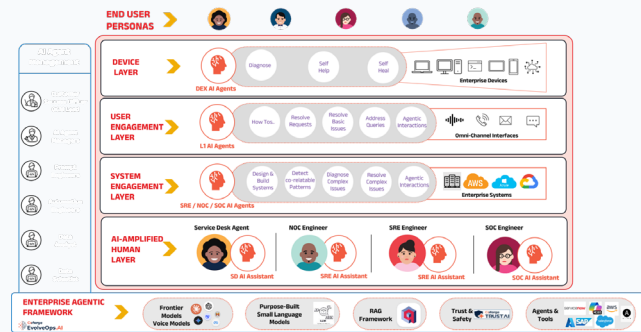
Intelligent Agentic Ops Center

Simplified AI Cloud Optimization Plane

AI for Workplace, Workplace for AI

WorkplaceTransform.AI

9 purpose-built AI agents that accelerates workplace operations, migration and adoption tasks



Digital Workplace

Workplace AIOps Hub

Workplace Experience Hub

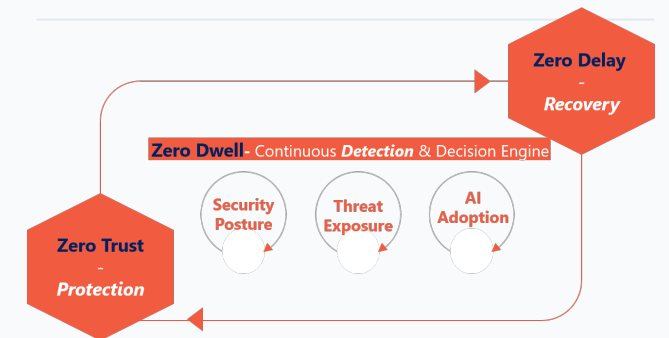
Workplace Deployment Hub

Accelerated Workplace AI Adoption Plane

AI for Security, Security for AI

UnifiedSecurity.AI

3 purpose-built AI agents that provides unified visibility, Insights and prioritized remediations



Security

Posture.IQ

Exposure.IQ

AI-Adoption.IQ

Unified Risk and Exposure AI Control Plane

Example: Adoption of EvolveOps.AI

Human in the Loop Mode

Autonomous Audit trail Mode



37
Clients

235K
Devices

1.2B+
Events

28
Agents

1.2M
Resolutions

98.2%
Accuracy

Results

30%
MTTR ↓

20%
Toil ↓

99.8%
Signal to Noise ↓

33%
MTTD ↓

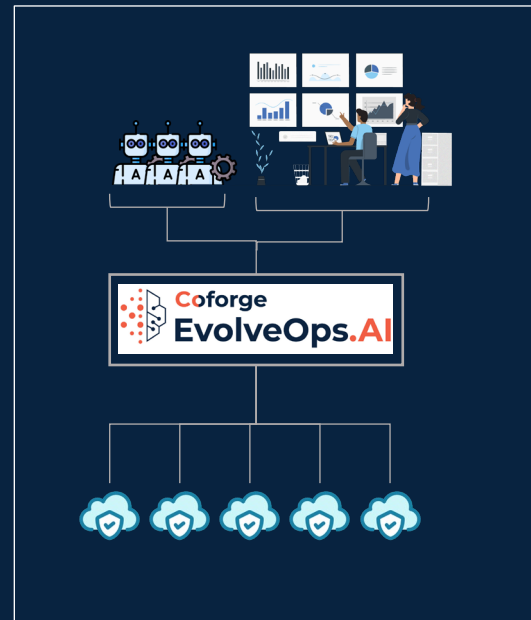
40%
Productivity ↑

28%
Availability ↑

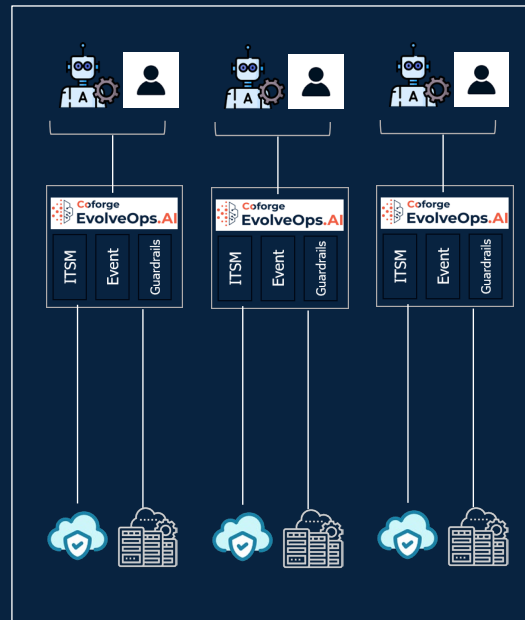
Deployment Options



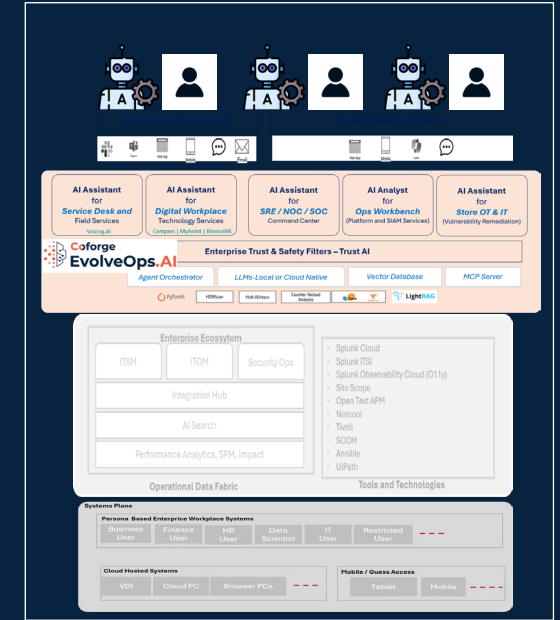
Onboarded to Enterprise Platform



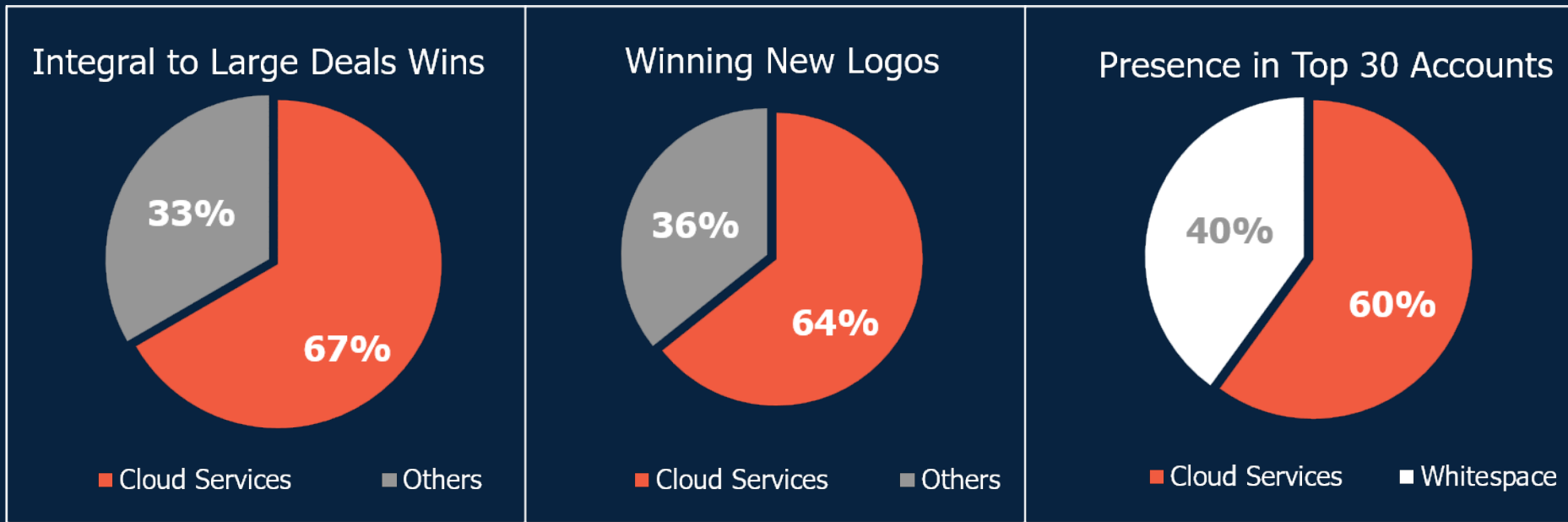
Integrated in Enterprise Ecosystem



Embedded in Enterprise Fabric



AI-ready cloud transformation journey driving growth



Winning Momentum: AI-ready cloud transformation journey driving growth

Opened New Market (LATAM)

Accelerating B2B Cloud business in for LATAM telco and AWS
MOD Squad for Cloud & AI Infra

SOLUTION

EvolveOps.AI Platform based ConnectedCloud - 19 B2B Cloud Products

AI ready EDGE Cloud - AWS Outpost, AWS Wavelength

Dark Command Center and AI-powered VMware to OpenShift Migration

10X
OUTCOME Migration Acceleration

60%
Product Launch

Opened New Logo (Healthcare)

Transforming Provider Experience for a US Healthcare
Secure Edge to Cloud

SOLUTION

Seamless edge to cloud capability uplift for 18+ sites, 6000+ care providers

EvolveOps.AI and Posture.IQ platform for unified telemetry and remediation PODs

Rapid deployment of ServiceNow and AIOps platform for ops resiliency

28 points
OUTCOME NPS Improvement

55% backlog
reduction in
<2 weeks

Breaking New Ground (AI Infra)

10+ Agentic AI pilot to production
Platform Resiliency Engineering

SOLUTION

Co-creating Agentic AI Fabric



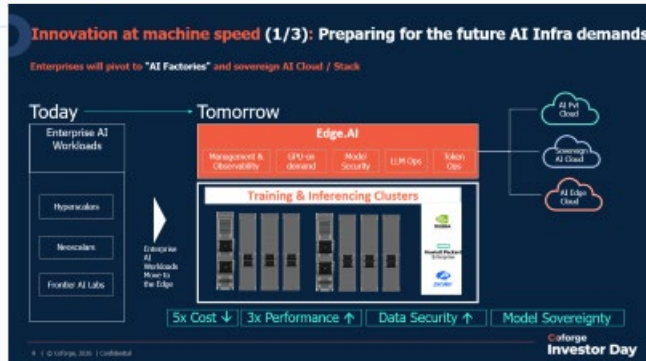
OUTCOME Rapid Agentic Deployment with FDE model

Preparing for the future AI Infra demands: Innovation at machine speed

Containing Scaling Cost of Enterprise AI

"Sovereignty Gap"

Own AI "Plumbing" (Layers 1-3) are delivering 5x more ROI than those renting black-box wrappers.



AI Infrastructure at the Edge

Private AI cloud / Hybrid Posture

Model gateway and multi tenancy

Agent runtime & LLMops

Securing Enterprise AI Post Myths

"Security Gap"

Not just a security playbook upgrade, a whole new security operating model in needed for AI era



Defense in Depth for AI Security

Zero trust - AI, workloads, workforce

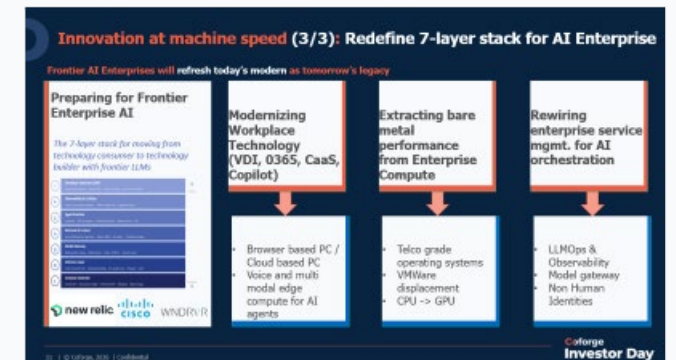
Continuous threat & risk posture

Remediation Surge & AI in SecOps

Preparing for Frontier Enterprise AI

"TechDebt Gap"

Frontier AI Enterprises will need to refresh today's modern as tomorrow's legacy



Security

Modernizing workplace technology

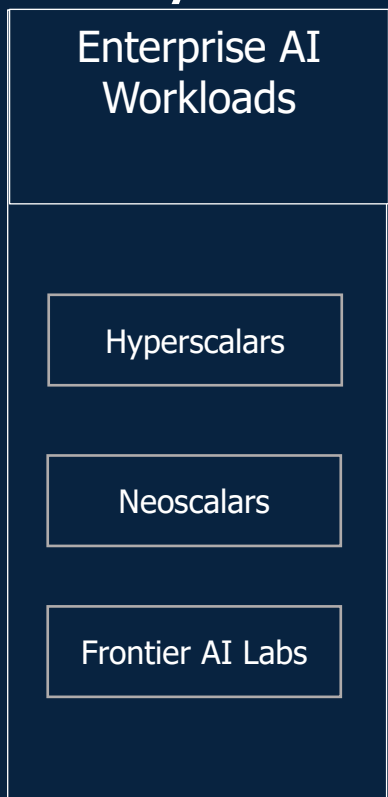
Bare Metal Performance

Telemetry and orchestration

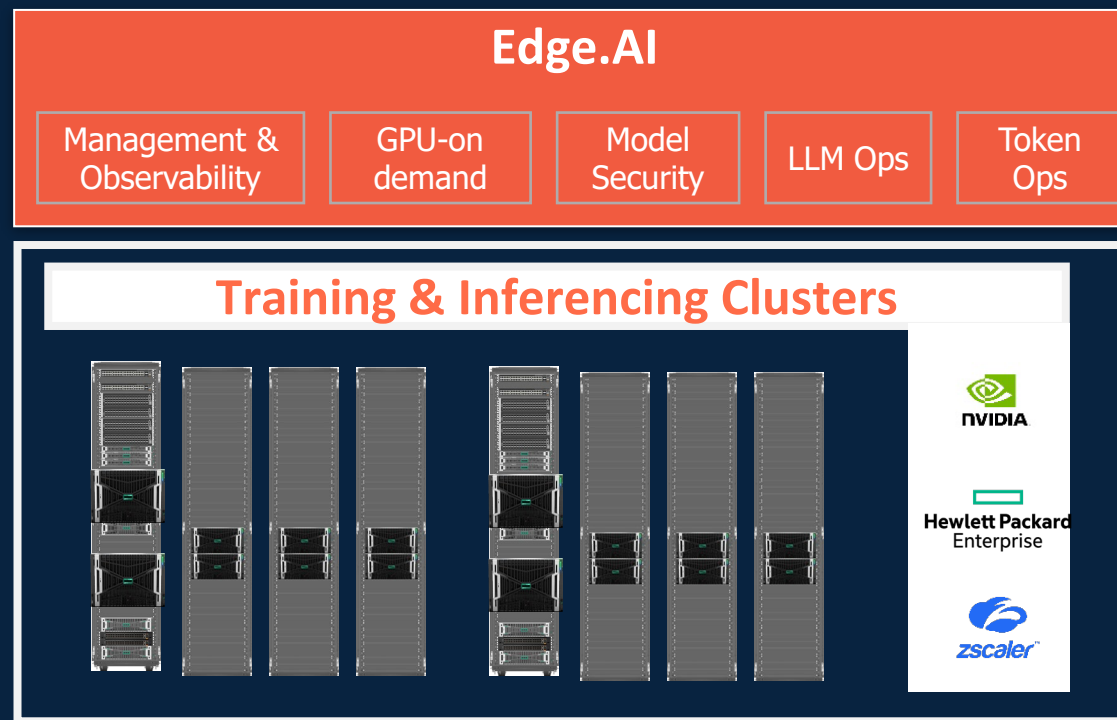
Innovation at machine speed (1/3): Preparing for the future AI Infra demands

Enterprises will pivot to "AI Factories" and sovereign AI Cloud / Stack

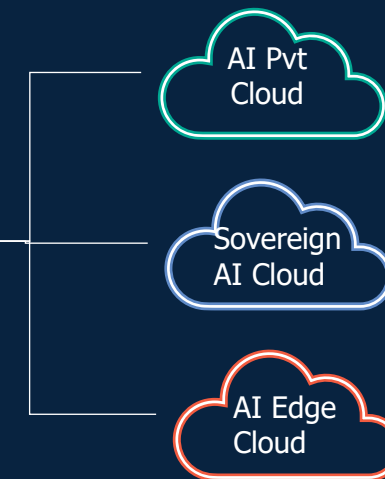
Today



Tomorrow



5x Cost ↓ 3x Performance ↑ Data Security ↑ Model Sovereignty



Innovation at machine speed (2/3): Reimagine defense in depth for AI era

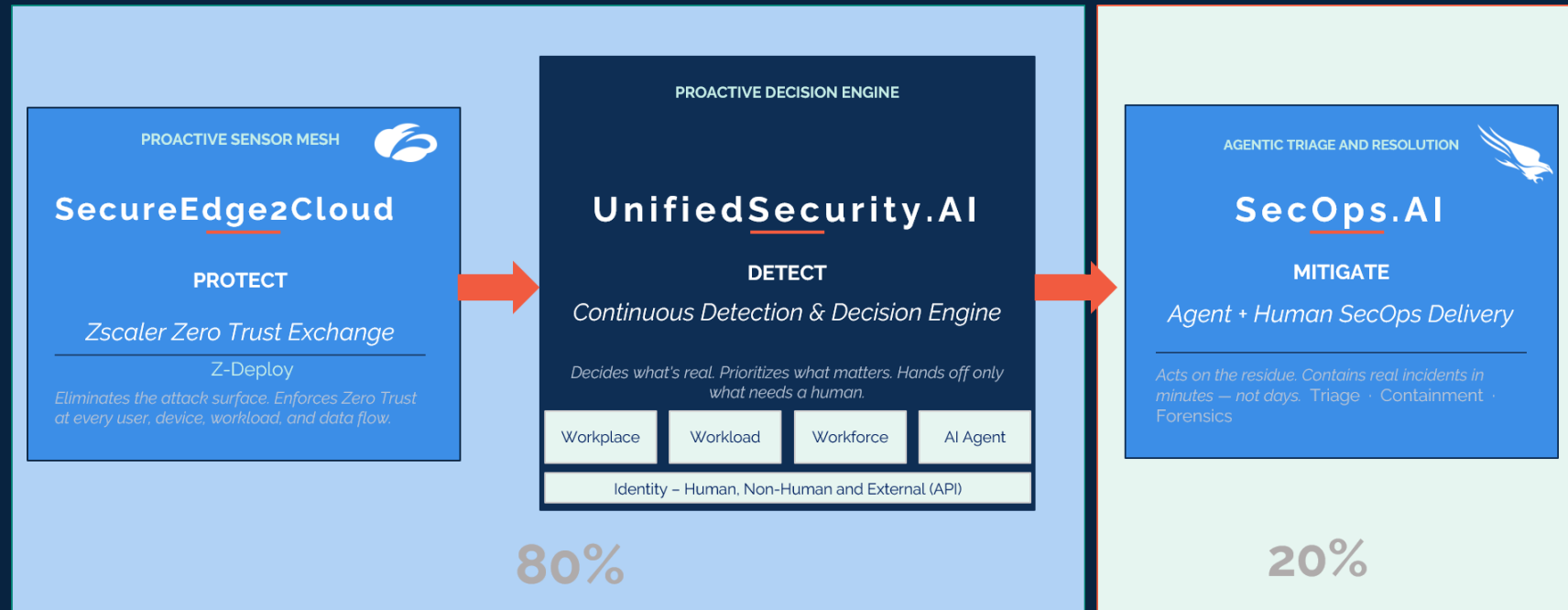
AI Security Operating Model must be rebuilt for continuous threat and exposure mgmt

Securing Enterprise AI Post Mythos

Zscaler AI Guardian Ecosystems

- GSI:** Coforge, cognizant, EY, HCLTech, IBM, Infosys, NTT DATA, TCS, wipro
- Hyper Scalers:** aws, Google Cloud
- Frontier Labs:** ANTHROPIC, OpenAI
- H/W & AI:** CoreWeave, EQUINIX, Deep Cogito
- Identity / SaaS:** databricks, glean, Savynt

zscaler | CROWDSTRIKE



DETECT is the decision engine — PROTECT feeds it, MITIGATE acts on residue.

- Protect** **Zero Trust** - Eliminate implicit trust across Workforce (incl. NHIs) , Workplace, Workloads & AI assets
- Detect** **Zero Dwell** - Unify telemetry across endpoint, identity, cloud, SaaS, OT, and AI workloads
- Mitigate** **Zero Delay** - Rapid containment, recovery, and restoration at machine speed (autonomous workflow)

Innovation at machine speed (3/3): Redefine 7-layer stack for AI Enterprise

Frontier AI Enterprises will refresh today's modern as tomorrow's legacy

Preparing for Frontier Enterprise AI

The 7-layer stack for moving from technology consumer to technology builder with frontier LLMs



Modernizing Workplace Technology (VDI, 0365, CaaS, Copilot)

- Browser based PC / Cloud based PC
- Voice and multi modal edge compute for AI agents

Extracting bare metal performance from Enterprise Compute

- Telco grade operating systems
- VMWare displacement
- CPU -> GPU

Rewiring enterprise service mgmt. for AI orchestration

- LLMOps & Observability
- Model gateway
- Non Human Identities

Let's engage!

