



**PVM, Inc.**  

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**IT Consulting**

## **PVM'S DEPLOYED SOLUTION ENGINEERING (DSE) SERVICES TO SUPPORT THE PALANTIR PLATFORM**

### **BACKGROUND**

AS A [CERTIFIED PALANTIR PARTNER](#), PVM PROVIDES PALANTIR TECHNICAL AND CUSTOMER SUPPORT. WE FOCUS ON COLLABORATING WITH EACH PALANTIR DEPLOYMENT SITE IN ORDER TO SOLVE TECHNICAL PROBLEMS, INNOVATE THE PALANTIR PLATFORM, AND PROVIDE PURPOSE-DRIVEN CUSTOMER SUPPORT. THE FOLLOWING OUTLINES ALL OF THE TECHNICAL AND CUSTOMER SUPPORT SERVICES PVM CAN PROVIDE YOUR SITE.

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### **SERVICES PVM CAN PROVIDE YOUR SITE**

#### **PROGRAM MANAGEMENT**

- Weekly reports setting forth the status of each project, an update on events and/or occurrences for the week, any planned travel or events, any business development activities, any communications with the client, any issues or items that require resolution, and such other information, materials, or data that the site may reasonably request.
- Monthly report summarizing such events for the month and describing any anticipated events for the upcoming month.
- Ongoing meeting/collaboration management with clients
- Transition Plan development and management (Transition-In and Transition-Out)

#### **TRAINING SERVICES**

- Delivery of a range of training courses and services to a client, including front-end user training, implementation/support training and engineer/developer/technical training;
- Tailored, client-specific training modules;
- Gather and integrate live, real-world data and relevant practical exercises into training modules;

- Development and delivery of web-based and virtual training offerings and services.

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## ENGINEERING, INSTALLATION, IMPLEMENTATION AND CONFIGURATION SERVICES

- Installation of Palantir and the configuration of necessary networked environments to support deployment of the Palantir Platform in a variety of environments;
- Provision of a trained and a highly qualified pool of analysts and engineers who enable server stand-up and maintenance, technical support (including desk-side training and overwatch) of Palantir implementations;
- Continued analysis of client issues, concerns and requests that assists with the evolution and feature enhancement for the Palantir platform.
- Conduct and implement Palantir security patches.
- Integration of existing data, processes, and systems;

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## USER ENGAGEMENT AND EMBEDDED ANALYSIS SERVICES

- Consultation and support to customers on the development of enterprise-wide Standard Operating Procedures (SOPs) and methodologies for most effective use of the Palantir Platform at scale across their organization;
- Support to the development of customized ontologies and other data modeling services.
- Development of analytical products at the request of the customer, utilizing the Palantir Platform;
- Provision of highly-skilled analysts to embed within customer organizations to advise and consult on best approaches and methodologies to maximize the capabilities of the Palantir Platform;

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## ENGINEERING, ENHANCEMENT AND CUSTOM DEVELOPMENT SERVICES

- Delivery and fulfillment of requests for feature enhancement (FRs/ERs);
- Conceptualization, design, and development of custom "Helpers" to assist with use and optimization of the Palantir Platform;
- Creation of add-on and additional tools in order to improve functionality (entity extraction, crawlers, NLP, etc.);
- Facilitate integration with current Programs of Record (PORs) including: technical requirements and enterprise architecture, and integration with emerging government cloud solutions.