

# PVM | Palantir Technical Expert

## COMPANY OVERVIEW

Pat V Mack, Inc., also known as PVM, provides professional engineering services to clients with mission-critical objectives. Empathy is our credo: we are comprised of people who take on our client's mission as our own. Our services include business process management, project management, engineering architecture, design, development, integration, and support of any and all mission-essential products. PVM is a highly vetted and experienced Palantir Preferred Engineering Partner.

## PALANTIR EXPERTISE

PVM has been supporting Palantir since 2013 and provides the entire range of services in support of our customers' missions. PVM is a Palantir Authorized Service Provider that is also distinguished as an enduring Certified Palantir Engineering Partner. PVM maintains an active Partnership Agreement and Subcontract with Palantir.

Our additional status as a Certified Palantir Engineering Partner allows us to have more than just full access to Palantir's internal resources, including a Palantir vendor email account, internal Palantir distribution lists, internal Palantir project management boards, and internal engineering resources; we also:

- Engage in weekly and quarterly partnership communications with Palantir to ensure we are aligned in mission and in knowledge of the system.
- Have a direct and main Palantir partnership point of contact to which we can reach out on any occasion for knowledge sharing and support.
- Have developed a rigorous Palantir training program of our own, in collaboration with Palantir.

# PVM | Palantir Technical Expert

## PALANTIR EXPERTISE

PVM provides Engineering and Technical Support Services for deployment sites, nationwide, with Palantir. The following is a list of services we currently provide several of our existing clients and are offering to new ones.

- **Enhancement and Custom Software Development Services**
  - Palantir selected PVM as their premier software and systems engineering partner based on our superior knowledge as leading-edge software developers using multiple programming languages, our extensive quality assurance processes, and our institutionalized agile development methodologies.
  - PVM is equally adept with developing both backend modules used for data pipelines, application programming interfaces, and front-end user facing applications.
- **On-going Helpdesk Technical support & Maintenance Services**
  - PVM has supported a State Law Enforcement client with Palantir Gotham since 2017. Their mission is to collect, analyze, and disseminate Law Enforcement intelligence for collaboration among agencies across the entire state. PVM service includes both on-site and remote training and end user assistance. We provide this client with a dedicated Lead Deployment Solutions Engineer, dedicated services desk operations (including email, phone, real-time chat, and video teleconferencing), as well as self-help content and documentation generated by PVM.
- **User and Technical Training Services**
  - PVM supports a Federal Law Enforcement client to provide initial and ongoing end-user training and support services to over 300 Law Enforcement personnel for information sharing and Infrastructure Management technology platforms and software applications.

# PVM | Palantir Technical Expert

## PALANTIR EXPERTISE

- **Integrations, Installation, Implementation and Configuration Services**
  - PVM software engineers provide the expert level of skill and services to a Federal Public Health client in support of their Palantir system. PVM engineers worked with Public Health client subject matter experts to develop and implement scientific data models to detect outbreaks of foodborne illnesses across the United States.
- **User Engagement and Embedded Data Analysis Services**
  - PVM has supported a Federal Intelligence Community client's Security Division since 2016, providing subject matter expertise in collecting, transforming, loading/integrating, and monitoring data feeds to different big data repositories within different applications.
- **Cloud Computing, optimization, and development**
  - PVM supports a Financial Technology company by managing its data center. In cloud environments, PVM was responsible for all activities including spin-up, software installation, patching, software development, maintenance, monitoring, security, data cleansing, and server decommissioning. PVM provides a highly trained staff, with core competencies in Cloud Architecture and Cloud Computing.
- **Deployment Management (Project Management) Services**
  - PVM uses formal and documented Project Management Institute (PMI®) project management best practices, which include initiation, planning, execution/monitoring, and closure stages for each project. Throughout the course of the project our Project Director and project team hold regular internal meetings to track and manage project requirements, performance, schedule, cost, quality, risk, change control, procurements, personnel, and performance reporting.

# PVM | Palantir Technical Expert

## PVM LEADERSHIP



**Pat Mack**, Owner and CEO, has 25 years of professional experience, of which fifteen years have been performing cradle to grave C4ISR lifecycle support. Mr. Mack retired from active duty as the PEO C4I principal individual responsible for the Navy's Command and Control capability portfolio. He shaped the vision of the Maritime Tactical Command and Control acquisition program that will provide the next-generation command and control capability.



**Bret Frederick**, CTO, is a seasoned software-systems engineer and technical leader with over 25 years of experience supporting mission-essential software systems. Beginning as a U.S. Marine working on mission critical Unix based systems, Bret understands the progression of technology trends and can recognize, integrate, and apply technology elements from across the industry with a focus on the right tools for the job.



**Sydney Metzmaker**, COO, has over 10 years of experience as a software-system engineer supporting NIWC Pacific and business development and operations lead for PVM. Her expertise ranges in supporting client and partner relations, business development, contract and proposal management, as well as operations management for PVM.