



# Palantir Managed Service

Service Definition Document

G-Cloud 15

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Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING  
BEYOND  
LIMITATIONS

# We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing  
people



13 consecutive  
years of growth



40 years  
of innovation



£382m revenue  
(FY2024)



13 locations  
globally



FTSE 250 listed  
tech company



# Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and  
experience design



Workday services  
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

# Palantir Managed Service

A flexible Palantir Managed Service providing ongoing access to certified engineers who support, optimise, and evolve Palantir Foundry and AIP environments. Designed for public sector and regulated organisations requiring reliable, secure, and cost-effective post-go-live support without maintaining full-time specialist teams.

## Features

1. Ongoing support for Palantir Foundry and AIP platforms
2. Access to engineers familiar with client ontology and configuration
3. Incident, problem, and change management for Palantir solutions
4. Continuous optimisation of analytics, applications, and data pipelines
5. Flexible subscription-based support and improvement model
6. Secure managed service for government and regulated environments
7. Integration with Palantir escalation and support processes
8. Optional on-call and extended-hours support models
9. Access to security-cleared resources meeting SC and DV requirements
10. Managed transition from delivery to steady-state operations support

## Benefits

1. Reduce operational risk in live Palantir environments
2. Lower cost than retaining full-time specialist capability
3. Maintain platform performance and reliability over time
4. Enable rapid resolution of incidents and issues
5. Continuously improve analytics and applications
6. Retain organisational knowledge within the support team
7. Scale support up or down as required
8. Provide predictable, controlled support costs
9. Free internal teams to focus on value delivery
10. Extend platform lifespan and return on investment

# Palantir Managed Service

The Palantir Managed Service provides organisations with reliable, ongoing support for Palantir Foundry and AIP environments once they are live or approaching live operation. It is designed for public sector and regulated organisations that need confidence in platform stability, security, and performance without building or maintaining a large in-house Palantir capability.

This service offers access to certified Palantir engineers who are familiar with the buyer's specific environment, including ontologies, data pipelines, applications, and operating context.

By retaining continuity of expertise, the service ensures that issues are resolved quickly and improvements are made with an understanding of how the platform is used in practice.

The managed service covers a range of operational activities, including incident management, problem resolution, change support, and platform optimisation. Support is delivered through agreed service management processes, aligned to the buyer's governance and assurance requirements. This ensures transparency, accountability, and clear communication throughout the service lifecycle.

A key strength of the Palantir Managed Service is flexibility. Buyers can select support models that align to their needs, ranging from standard business-hours support to extended coverage or on-call arrangements. The service can also include a pool of improvement capacity, allowing teams to address technical debt, enhance existing analytics, or evolve applications as priorities change.

Security and compliance are integral to the service. It is suitable for environments handling sensitive or regulated data, with support practices aligned to public sector security expectations. Access controls, auditability, and separation of duties are maintained throughout service delivery, ensuring that operational support does not compromise governance or data protection.

The Palantir Managed Service integrates effectively with Palantir's own support and escalation mechanisms. Where necessary, issues can be escalated to Palantir while maintaining a single, consistent interface for the buyer. This reduces operational overhead and simplifies support management for internal teams.

The service does not involve reselling Palantir software. Buyers contract directly with Palantir for licences, while the managed service focuses on operational support, optimisation, and continuity. This separation ensures clarity of responsibility and avoids vendor lock-in.

Typically, the Palantir Managed Service follows an initial delivery or enablement engagement, such as Lean Outcome Delivery, Palantir Delivery Partner, or a Centre of Enablement. However, it can also be used to stabilise or improve existing Palantir environments delivered by other suppliers.

In summary, the Palantir Managed Service provides a dependable, scalable way to operate and evolve Palantir platforms. It helps organisations maintain confidence in live environments, control costs, and continue realising value from their data and AI investments over the long term.



# Where we are

## The Americas

Buenos Aires  
Indianapolis  
Nova Scotia  
Toronto

## UK and Ireland

London  
Birmingham  
Belfast  
Derry  
Dublin

## Central Europe

Gdansk  
Helsinki  
Paris  
Wommelgem

# What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



# Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



**55 million UK citizens**

positively impacted by  
services we've delivered



**892  
customers**



**13 locations**

And growing



**99% of customers**

rate our service as good,  
great or excellent



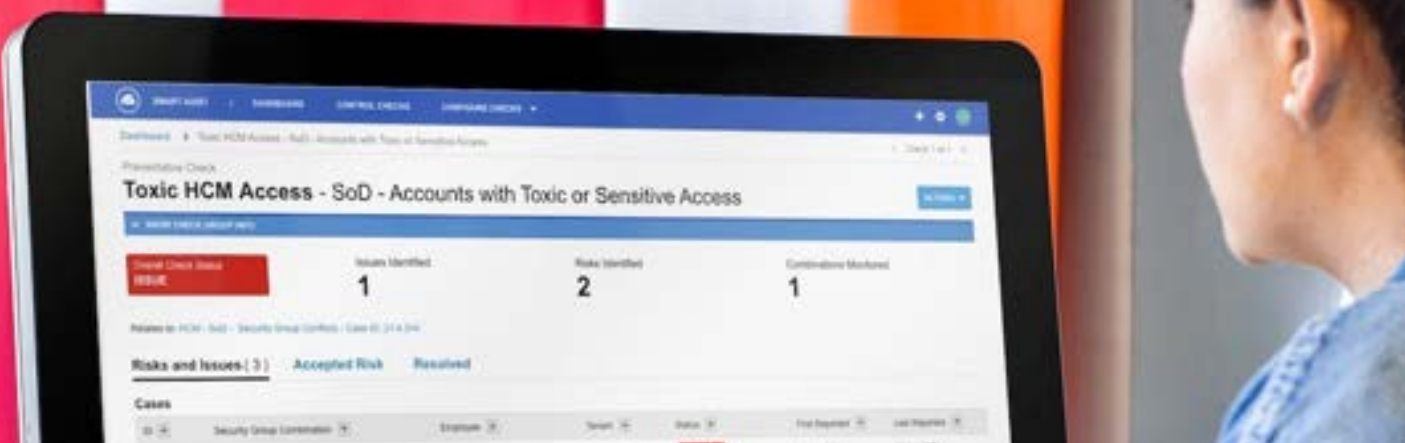
**Key partners**

Working closely with  
Microsoft and AWS to  
deliver results



**Award-winning**

90+ industry awards



# Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



## Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



## Workday Services

Full range provider from pre-deployment consulting, implementation and support.



## 650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



## Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



## Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.



## 900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

# 65 million

citizens positively impacted  
by services **built by Kainos**  
for the UK Government



Every driver & every car on the road  
Every piece of work to fix roads  
Every court case & every prisoner  
Every home helped with help-to-buy  
Every passport & renewal application  
Every COVID test sent out  
Every COVID test result  
Every user of the NHS App

Every voter registered  
Every company opened & closed  
Every UK civil servant trained  
Every piece of produce grown in the UK  
Every thing imported & exported to the EU  
Every benefit fraud prevented  
Every body's pension details

# Our Social Values and commitment to HM Government strategy



## Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

## Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

## Innovation & Future Readiness

Driving continuous improvement through technology

## Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

## Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

## Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



# The Code of Ethics

We are guided by our 6 ethical principles.



## Wellbeing

We protect the wellbeing of our staff, customers and communities.



## Equality

We improve access and inclusion and minimise bias.



## Transparency

Our decisions are traceable and accountable.



## Integrity

We hold ourselves and others to ethical standards.



## Environment

We act responsibly towards the Earth and its resources.



## Initiative

We take initiative to deliver social value and positive impacts.

# BCDR and Exit Plan

## **Business Continuity and Disaster Recovery (BCDR)**

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

## **Exit Plan**

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

# Commercial Statement

## Confidentiality and copyright

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The contents of this document are commercial and confidential in nature and the copyright of Kainos. This document must not be reproduced (in whole or in part) save in connection with the purpose for which it was issued and must not be shared with Generative AI systems without express consent.

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## Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

## Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

## Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.