



PALANTIR CLOUD SUPPORT SERVICES

SERVICE DEFINITION DOCUMENT

Prepared For: G-Cloud 15 Framework

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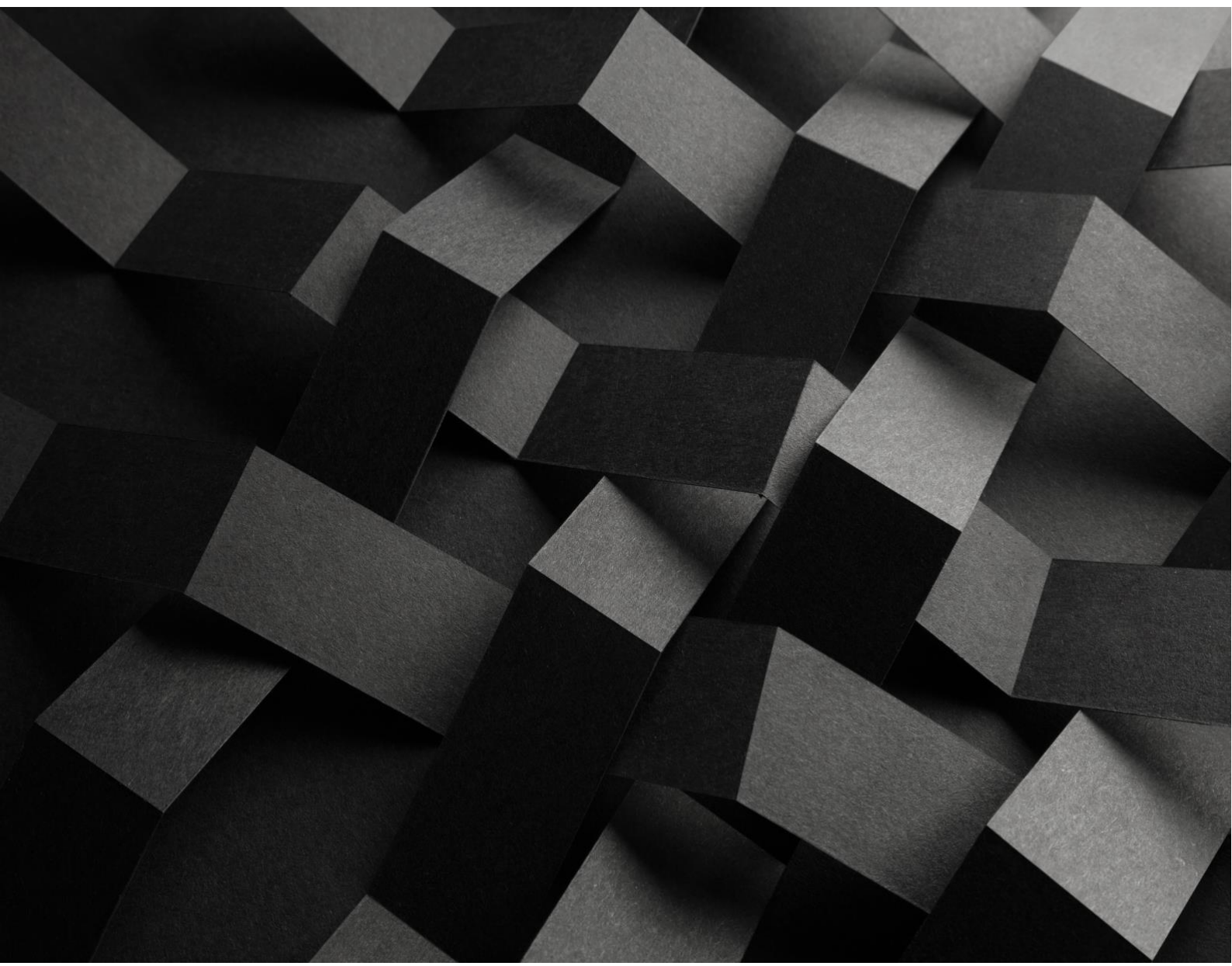




Table of Contents

1.0 PALANTIR PROFESSIONAL SERVICES OVERVIEW 3

2.0 PALANTIR CUSTOMER SUCCESS SERVICES OVERVIEW 3

3.0 PALANTIR PLATFORM USAGE CREDITS..... 5

4.0 SERVICE TERMS 5

5.0 PRICING 5

1.0 PALANTIR PROFESSIONAL SERVICES OVERVIEW

Palantir can provide dedicated implementation resources including forward deployed engineers (FDEs) and deployment strategists to support customers with bespoke services such as:

Palantir Professional Services (one or both team types, dedicated to customer)

- **Implementation Services:** Palantir offers dedicated Implementation Services to set up and configure the Palantir Platform to customers needs and assist user onboarding. Implementation Services are provided by Palantir Project Teams comprising FDEs and deployment strategists, who work to Agile methodologies to ensure rapid delivery of value through the platform against customers' highest priority use cases.
- **Enablement Services:** Palantir also offers dedicated Palantir Platform Enablement Teams. These services are designed to help enable the full use of the Palantir Platform, including: training and supporting users on the platform, enabling technical users to harness the platform's self-serve capabilities such as building workflows and data projects autonomously, supporting business change and driving adoption, and establishing and training Palantir Platform trainers across the relevant organisation.

2.0 PALANTIR CUSTOMER SUCCESS SERVICES OVERVIEW

NOTE: Customers requiring security-cleared CSS services should enquire with Palantir for more details.

In addition to the support provided as part of our standard software licensing, Palantir offers a wide range of ad hoc services for users of our platform via our Customer Success Services programme (subject to additional fees), e.g., for greater support during mission-critical operating periods, or expert advice on new use cases. This programme is primarily focused on the Foundry and AIP products within the Palantir Platform.

The programme promotes customers' self-sufficiency by offering centralised learning, development support, remote user support, and best-practice guidance. The Customer Success Team is made up of experts in a range of fields, from platform administration to new use case development, drawing on Palantir's 20+ years of experience across hundreds of platform implementations.

At all times, customers have access to a wide range of public documentation and training resources to enable independent troubleshooting and self-service up-skilling.

Services available through Palantir's Customer Success programme include:

Technical and implementation guidance and support for end users: Users may submit questions to a Developer Helpdesk, offering access to Palantir subject matter experts across all platform applications. This offering is designed to provide quick response, guidance, and resolution to issues on how to use

platform functionality to develop use cases on the platform such as how to debug a build error, how to configure a visualisation, and how to leverage the Palantir Platform's APIs.

Solution Design Consultancy: A Solution Design Consultant provides guidance for customer- or partner-executed use cases. Over several consultations Palantir will empower the customer with problem scoping and solution design.

Professional Certifications: The Palantir Professional Certification programme offers an opportunity for individuals to sit for an exam designed to measure competency in specific platform capability areas. Participants who successfully pass an exam will receive a Professional Certification certificate in the respective category. Palantir's certification programme is constantly growing alongside the Palantir Platform to meet evolving industry and user needs. As our range of certifications is subject to change, please contact us to learn about our latest offerings, examples of which currently include:

- **Data Engineer:** The Data Engineering Certification Exam tests candidates' ability to develop and maintain data pipelines using Foundry. This includes connecting to external systems; implementing, debugging, and optimising data transforms; and designing and developing the Ontology. The exam assesses knowledge of the applications in the Foundry suite and ability to apply them in realistic situations.
- **Application Developer:** The Application Developer Certification Exam tests candidates' ability to design and create operational, Ontology-based applications using Foundry. The exam assesses knowledge of the applications in the Foundry suite as well as ability use them and integrate them with one another to develop real-world operational workflows for end users.

Customer Success Manager: Customer Success Managers establish a business and technical partnership with our customers to support their continued growth and autonomous operations. The Customer Success Manager will:

- Act as the main point of contact for all things related to Customer Success and the Palantir Platform;
- Identify which Palantir services will be most impactful for customers' organisations;
- Empower users to master Foundry and achieve self-sufficiency;
- Support organisations to effectively scale and integrate Foundry with their existing IT infrastructure to meet their most critical operational needs;
- Act as the voice of the customer internally at Palantir, ensuring our product development teams understand customer needs as they evolve;
- Provide regular, customer-tailored cadence of connections to monitor current partnership, day-to-day operations, support, and strategic direction for the future, e.g.:
 - Recurring engagements focused on continued partnership;
 - Quarterly business reviews;
 - Product roadmap reviews;
 - Regular feedback collection and outcome reviews;
 - Point of contact for any escalations.

Use Case Maintenance: Palantir provides proactive maintenance and technical support for the pipelines supporting critical use cases. This includes monitoring, alerting, failure fixes and continuous improvements to increase the reliability and resilience of production pipelines.

3.0 PALANTIR PLATFORM USAGE CREDITS

Organisations using the Palantir Platform can directly purchase platform usage credits for their specific tenants via our Cloud Support Services offering. Pricing for consumable platform usage bundles is detailed in our Cloud Support Services pricing document on the catalogue entry webpage.

4.0 SERVICE TERMS

Refer to the 'Terms and Conditions document' on the 'Palantir Cloud Support Services' catalogue entry webpage.

5.0 PRICING

Refer to the 'Pricing document' on the 'Palantir Cloud Support Services' catalogue entry webpage.

