

OBSERVABILITY / APM / CLEARED ENGINEERING

Complexity, made clear.

Enterprise observability, APM and AI/ops engineering, delivered by cleared, tool-certified talent for federal agencies and their prime contractors.

01 BUSINESS SUMMARY

Established in 2011, Revere Labs delivers enterprise observability, APM and AI/ops solutions for federal agencies and Fortune 500 companies. We provide cleared (Secret / TS/SCI / Public Trust), tool-certified technical talent to optimize hybrid-cloud performance, accelerate Authority to Operate (ATO), and meet federal Zero Trust monitoring mandates.

02 CORE COMPETENCIES

Enterprise Observability & APM Engineering. End-to-end architecture, deployment and management of Datadog, AppDynamics and Dynatrace across complex federal infrastructures.

Cleared Staff Augmentation. Pre-vetted, certified technical talent holding active clearances (Secret, TS/SCI, Public Trust) for mission-critical secure boundaries — plus developers, analysts, project managers and help desk staff.

Secure Hybrid-Cloud Monitoring. Monitoring frameworks within highly secure networks, including AWS GovCloud, Azure Government and classified environments.

FedRAMP Compliance & ATO Acceleration. Automated performance tracking and topology mapping that support compliance boundaries and shorten ATO timelines.

Federal Observability Mandate Alignment. Metrics, logs and traces consolidated into a single pane of glass, aligned with Executive Order 14028 and Zero Trust mandates.

Software Licensing & Resale. DevOps, cloud infrastructure, APM and cybersecurity software procured, renewed and right-sized for agency teams.

03 DIFFERENTIATORS

- **Rapid cleared deployment.** Active pipelines of cleared, tool-certified engineers that remove onboarding friction and meet tight mission timelines.
- **Current federal past performance.** Active AppDynamics subcontract work at the Defense Health Agency, and at the VA through Iron Bow Technologies.
- **Advanced AI/ops.** 16+ years applying machine learning and dynamic baselining to shift operations from reactive firefighting to prevention.
- **Full-lifecycle DevSecOps.** From environment assessment and deep code instrumentation through continuous runtime optimization.
- **Socio-economic value.** Certified MBE that helps primes meet small and diverse business participation goals.

04 PAST PERFORMANCE SUMMARY

- **Defense Health Agency (DHA)** — AppDynamics support, ongoing
- **Department of Veterans Affairs (VA)** — Health Connect, via Iron Bow
- **Federal Employee Benefits Health IT** — Datadog; 55% lower MTTR
- **AAA** — AppDynamics; 30% lower latency

Detailed case studies on pages 2–3.

PERSONNEL CLEARANCES

Active Secret
TS/SCI pipeline available
Public Trust eligible

CORPORATE DATA

UEI
UADLCEHN8YW6

CAGE
07S55

NYC VENDOR CODE
VS00081516

SOCIO-ECONOMIC STATUS
Certified MBE — NYC, Nassau & Suffolk Counties

COVERAGE
Nationwide support

NAICS CODES

541519 Other Computer Related Services (*primary*)
561320 Temporary Help Services
541511 Custom Computer Programming
541512 Computer Systems Design

TECHNOLOGY FOCUS

Datadog (FedRAMP High)

AppDynamics Dynatrace

AWS GovCloud Azure Government

DevSecOps & SRE

PRIMARY CONTACT

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DEFENSE HEALTH AGENCY · APPDYNAMICS · ONGOING

Application performance support for military health systems

Subcontractor to a federal systems integrator

SCOPE OF WORK

- **APM instrumentation:** deploy, configure and maintain AppDynamics agents across multi-tier UNIX/Linux, Windows, cloud and hybrid environments.
- **Monitoring & alerting:** architect custom health rules, alerts and transaction monitoring policies that minimize downtime.
- **Dashboards:** design executive and technical dashboards tracking end-user experience and business transactions.
- **Upgrades:** perform controller upgrades and agent maintenance with minimal disruption to active environments.
- **Root-cause analysis:** work with engineers and application owners to isolate database bottlenecks, code latency and server resource issues.

STATUS

- Active engagement, currently in performance.
- Supports Defense Health Agency applications across hybrid infrastructure.
- References available upon request.

DEPARTMENT OF VETERANS AFFAIRS · APPDYNAMICS

Health Connect platform reliability

Subcontractor to prime partner Iron Bow Technologies

Hours → min
ROOT-CAUSE TIME

THE CHALLENGE

The VA's Health Connect platform faced an unprecedented surge in demand, serving millions of veterans who rely on remote connectivity for healthcare. The platform was moving from a legacy monolith to containerized microservices across a hybrid cloud, which created poor visibility, slow incident response built on manual log correlation, and reactive firefighting that affected veterans before issues could be caught.

THE SOLUTION

- **Mapped the architecture:** AppDynamics auto-discovered the full topology, producing real-time flow maps of dependencies between legacy back ends and cloud microservices.
- **Business transaction monitoring:** tracked explicit veteran journeys (e.g., "Veteran Login," "Start Video Visit") to measure true end-user experience.
- **Code-level diagnostics:** automated transaction snapshots on anomalies, drilling to the exact line of code or database query.

THE RESULTS

- **Reactive to proactive:** dynamic baselining learned normal patterns and alerted engineers before impact.
- **Faster resolution:** significantly lower MTTR, with root cause pinpointed in minutes rather than hours.
- **Seamless care delivery:** stable platform that let the VA confidently expand remote medical services.

FEDERAL HEALTH IT · DATADOG

Federal employee benefits health IT platform

Direct core SME consultant / performance advisory role

55%

REDUCTION IN MTTR

THE CHALLENGE

A fast-growing provider of healthcare benefits to federal employees struggled to scale. Moving from monolithic architectures to microservices across a hybrid cloud left poor cross-tier visibility and hours of manual log and trace correlation during high-impact outages.

THE SOLUTION

- **Comprehensive instrumentation:** all application tiers, container runtimes and hybrid cloud servers instrumented with Datadog agents and APM distributed tracing.
- **Centralized observability:** infrastructure metrics, application logs and request traces correlated in a single pane of glass.
- **Intelligent alerting & SLOs:** dashboards visualizing service level objectives, with automated alerts that intercept threshold breaches proactively.

THE RESULTS

- **55% reduction in MTTR:** mean time to resolution cut by more than half, protecting uptime and availability.
- **No visibility blind spots:** continuous visibility across legacy on-premises stacks and cloud-native architectures.
- **Stronger DevOps collaboration:** shared responsibility through self-service performance telemetry.

COMMERCIAL · APPDYNAMICS

American Automobile Association (AAA) — lifecycle optimization

Commercial enterprise performance engineering practice

30%

LOWER TRANSACTION
LATENCY

THE CHALLENGE

AAA relies on complex, distributed web and mobile applications for emergency customer transactions and account management. Severe bottlenecks and hidden latency drove customer churn and operational inefficiency, with no automated deep-dive debugging tools.

THE SOLUTION

- **Deep code instrumentation:** production AppDynamics agents integrated into application runtimes to capture real-time telemetry.
- **End-to-end transaction tracing:** user request flows tracked across multi-tier dependencies to locate slow components.
- **Dynamic baselining:** performance mapped to critical business transactions such as membership processing and online checkout.

THE RESULTS

- **30% lower latency:** hidden bottlenecks isolated, cutting overall transaction response times.
- **15% higher customer satisfaction:** improved retention scores and lower application abandonment.
- **10% revenue lift:** less transactional downtime and higher e-commerce completion rates.