

## Capabilities Statement

### Corporate Data

Revere-Labs  
5900 Balcones DR STE 7743  
Austin, Texas 78731-4257  
United States

UEI: UADLCEHN8YW6  
CAGE: 07S55  
NYC Vendor Code:  
NAICS Codes:

- 541690 - Other Scientific And Technical Consulting Services
- 541618 - Other Management Consulting Services

### Primary Contact

Name: Sayed Rahman  
Phone: (347) 696 0667  
Email: gov@revere-labs.com

### BUSINESS SUMMARY

Established in 2011, Revere-Labs is a leading provider of DevOps solutions for Fortune 500 companies and federal government agencies.

We specialize in delivering exceptional pre-sale and professional services support, enabling our clients to achieve unparalleled efficiency and cost-effectiveness in their APM, AIOps, and DevOps initiatives.

### CORE COMPETENCIES

- **Cloud-Native Monitoring:** Expertise in monitoring and managing applications deployed in cloud environments (e.g., AWS, Azure, GCP), including containerized and serverless architectures.
- **DevOps and SRE Practices:** Understanding DevOps principles and Site Reliability Engineering (SRE) practices to integrate performance monitoring and optimization into the software development lifecycle.
- **Predictive Analytics and Capacity Planning:** Ability to leverage machine learning models to forecast future performance trends, identify potential issues, and plan for capacity needs.
- **Business Acumen:** Understanding business priorities and how application performance impacts key performance indicators (KPIs) and business outcomes.
- **Continuous Learning:** Commitment to staying up-to-date with the latest advancements in APM and AIOps technologies, tools, and best practices.

### DIFFERENTIATORS

- **Industry-Specific Solutions:** Specialist in specific industries, such as FinTech, healthcare, or e-commerce, and develop deep expertise in their unique compliance needs, technology stacks, and challenges.
- **Cultural Transformation:** Master in supporting clients foster a DevOps culture through training, coaching, and organizational change
- **Full Lifecycle Support:** Specialist in DevOps services, from initial assessment and strategy development to implementation, automation, and ongoing optimization.
- **Advanced APM/AIOps Implementation:** 16+ years of experience in proactive optimizing application performance and enhancing user experience with AI-driven insights and automation.

## PAST PERFORMANCE

### Healthcare client: Reactive Firefighting to Proactive Optimization with Datadog

**The Challenge:** A rapidly growing business is providing healthcare benefits to federal government employees who are struggling to keep up with the increasing complexity of their application environment. Their monolithic architecture was transitioning to microservices, deployed across a hybrid cloud infrastructure. This resulted in:

- **Poor visibility:** Limited insight into application performance across different services and infrastructure components.
- **Slow incident response:** Troubleshooting performance issues was time-consuming, relying on manual correlation of logs and metrics from disparate tools.
- **Reactive firefighting:** The Revere-Labs team spent most of their time reacting to incidents rather than proactively preventing them.

**The Solution:** Revere-Labs partnered with Datadog to become the client's trusted advisor and subject matter expert (SME) for monitoring and observability. This involved:

- **Comprehensive instrumentation:** Instrumenting their applications, infrastructure, and services with Datadog agents and tracing libraries.
- **Centralized monitoring:** Collecting and correlating logs, metrics, and traces in a single platform for a holistic view of their environment.
- **Alerting and automation:** Setting up intelligent alerts to proactively identify performance issues and automate remediation tasks.
- **Custom dashboards:** Creating tailored dashboards to visualize key performance indicators and track service level objectives (SLOs).

**The Results:** With Datadog, the Healthcare client achieved significant improvements in their application performance and operational efficiency:

- **Reduced MTTR:** Mean time to resolution (MTTR) for incidents decreased by 50%, enabling faster recovery from outages and minimizing customer impact.
- **Improved visibility:** Gaining end-to-end visibility into application performance across their entire infrastructure, including cloud and on-premises environments.
- **Proactive monitoring:** Shifting from reactive firefighting to proactive monitoring, identifying and addressing potential issues before they impact users.
- **Increased developer productivity:** Empowering developers with self-service access to performance data, enabling them to troubleshoot issues independently and optimize their code.
- **Enhanced collaboration:** Breaking down silos between development and operations teams, fostering a culture of shared responsibility for application performance.

## American Automobile Association (AAA): From Blind Spots to Business Insights with AppDynamics

**The Challenge:** The American Automobile Association (AAA), a leading roadside service provider, relied heavily on its complex web and mobile applications for customer transactions and account management. However, they were facing:

- **Performance bottlenecks:** Slowdowns and outages were impacting customer experience and causing financial losses.
- **Limited visibility:** Lack of insight into the root cause of performance issues across their distributed application environment.
- **Inefficient troubleshooting:** Resolving incidents required manual analysis of logs and metrics from multiple sources, leading to long resolution times.

**The Solution:** Revere-Labs was relied upon to provide an Application Performance Monitoring (APM) solution, and AppDynamics was recommended. This involved:

- **Deep code instrumentation:** Integrating AppDynamics agents into their application code to capture detailed performance data.
- **End-to-end transaction tracing:** Following user requests across different application tiers and infrastructure components to pinpoint bottlenecks.
- **Dynamic baselining:** Establishing performance baselines and automatically detecting anomalies in real time.
- **Business transaction monitoring:** Mapping application performance to critical business transactions, such as loan applications or online payments.

**The Results:** AppDynamics empowered the American Automobile Association (AAA) to achieve significant improvements in application performance and business outcomes:

- **Reduced application latency:** Identified and resolved performance bottlenecks, resulting in a 30% reduction in average transaction response time.
- **Improved customer satisfaction:** Enhanced application performance led to a 15% increase in customer satisfaction scores and reduced churn rate.
- **Increased revenue:** Minimized downtime and improved transaction completion rates, contributing to a 10% increase in online revenue.
- **Proactive issue resolution:** Detected and addressed performance issues before they impacted users, preventing potential financial losses.
- **Enhanced operational efficiency:** Streamlined troubleshooting with automated root cause analysis, freeing up IT staff for strategic initiatives.