



## Agile Enables Continuous Improvement and Predictable Quality for Software Delivery

The ever-increasing volatility, uncertainty, and change have pushed government towards a tipping point where the only viable means to sustainably and cost-effectively build, operate, and maintain government digital services is by structuring programs around Agile values, principles, and practices. The traditional “waterfall” lifecycle that Federal agencies have relied on for decades has proven time and time again to be unacceptably risky, filled with hidden costs, and a leading cause of monolithic IT systems with siloed services and inflexible infrastructure.

We help government agencies deliver on their mission objectives by creating Agile enterprises that improve citizen experience and service delivery - restoring trust and confidence among citizens and agencies themselves. Our Mindful Modernization® approach incorporates Agile at its core. It is a practical mission-centric approach that aligns stakeholder priorities and turns real-time insights into tangible customer-focused outcomes that promote continuous improvement across software lifecycles.

### Our Approach

REI’s team of highly experienced Agilists leverage our Agile Delivery Framework for successful delivery. Our experts are motivated by a shared vision and commitment to deliver value at scale to help agencies run faster, better, and more cost-effectively.

### AGILITY SERVICES

- **Transformation Strategy and Roadmap:** Our talented team creates a custom strategic planning roadmap to help your agency adopt the right methodologies and processes needed to transform into an agile organization with a product delivery mindset that understands ongoing customer needs.
- **Agile Delivery Framework (ADF) & Automation:** We help you implement our proven ADF “toolbox” of software development methodologies, best practices, and standards that guide the new development and maintenance of steady-state applications. It provides continuous feedback, rapid adaptation to changing requirements, accelerated delivery (2-3 weeks) on cadence, automation whenever possible, and effective change management.
- **Training and Coaching:** To create an enduring Agile culture and mindset of continuous learning, REI provides engaging and motivating training and coaching to all stakeholders.

### AGILE ADVANTAGES: ACCELERATING VALUE DELIVERY

- **Leadership, Culture, and Talent:** Unlocking the true potential of your human capital.
- **Breadth of Services:** Spanning consultancy, implementation, and operations.
- **Industry Domain Knowledge:** Deep experience and a wealth of industry-specific technology.
- **Always on Value:** Relentless focus on customer impact and outcomes to reduce risk of failure.



## Our Agile Impact: Building Greater Adaptability and Flexibility



### CONSOLIDATING SYSTEMS TO PROVIDE SEAMLESS EXPERIENCES

The U.S. General Services Administration (GSA) and its Integrated Award Environment (IAE) selected REI to help modernize legacy systems and create a modern platform for all things related to government acquisition in SAM.gov. The goal was to reduce entry barriers; enhance data integrity and security; streamline role management; deliver a successful user experience; and create a flexible and scalable infrastructure.

We provide Agile software development teams that continuously deliver software on a large-scale virtual cloud-based platform that serves thousands of end users from inside and outside government across geographic boundaries. GSA IAE relies on REI to provide Agile teams that operate within the bounds of the Scaled Agile Framework (SAFe), thanks to our Agile Delivery Framework.

**90%** of processes automated

**85%** reduction in task complexity



### AGILE DELIVERY AT SCALE

The U.S. Food and Drug Administration (FDA) System for Inspection, Recall, Compliance, and Enforcement (SIRCE) chose REI to support its Office of Regulatory Affairs (ORA) in implementing the System for Entry Review and Import Operation (SERIO). We develop and modernize ORA's mission-critical systems that protect the public's health and safety from hazards like dangerous, low-quality, or mislabeled products.

Our Agile delivery approach used FedRAMP cloud-based digital transformation to manage, modernize, cloud migrate, consolidate, and integrate over 30 software applications. The goal was to bolster data sharing; boost system capabilities; incorporate emerging technologies; and address changing regulatory mandates.

**400** million imported shipments processed

**145,000** shipments rejected or destroyed



U.S. Citizenship and Immigration Services

### PROVIDING THE GOLD STANDARD FOR AGILE DELIVERY

The U.S. Citizenship and Immigration Services (USCIS) case management system Electronic Immigration System (ELIS) tapped REI to develop a secure, scalable, microservice-based architecture. Our solution reduces technical debt and costs and improves speed-to-market in just six weeks.

Our capacity-based buying model to Agile, DevSecOps, and User Experience (UX) teams delivered system features from user research to beta testing. This approach allowed the agency to see data assets across the enterprise via a single system providing high-quality assurance and consistent adjudication.

**12** systems decommissioned onto a common platform

**200+** developers from multiple vendors use REI's CI/CD pipeline