

Mindful AI, Meaningful Impact



3037-003

OVERVIEW/CHALLENGE

REI harnesses AI to automate operations, eliminate waste, and deliver clear, actionable insights that enhance team efficiency, reduce costs, elevate customer experiences, and deliver measurable results. Our mindful, mission-driven approach ensures federal agencies can tackle core challenges with confidence—driving real value for citizens and stakeholders alike.

REI Systems can help your agency deliver greater value with AI



As a driver of digital transformation, REI Systems' AI solutions enable federal agencies to serve customers better, faster, and cheaper, shortening business processes, accelerating application modernization, and personalizing user experience for each end user. This approach helps agencies innovate faster and improve the quality and the consistency of public service delivery at reduced costs.

**Timely Insights | Improved Risk Management | Enhanced Services Delivery
Personalized Citizen Experiences**

SERVICES & BENEFITS



INTELLIGENT SEARCH

Context-Relevant Insights, Just-in-Time



INTELLIGENT RISK MANAGEMENT

Better Forecasting and
Assessment for Policy Actions



INTELLIGENT CUSTOMER SERVICE

Smarter Service with
Conversational AI



INTELLIGENT RECOMMENDATIONS

Tailoring the Experience
for Every Customer



INTELLIGENT AUTOMATION

Streamlining Operational
Processes

IMPACT

REI is working closely with our customers to develop proof of concepts (PoCs) and to implement AI-based approaches. Here are some examples:

DHS USCIS ELIS Outcome-Based Delivery and DevOps Services (ODOS) II

USCIS' Electronic Immigration System (ELIS) processes millions of applications annually, relying on microservices that generate extensive system logs. REI implemented time-series Anomaly Detection models to automate real-time detection of microservice errors. Using AWS GovCloud, we built an MLOps pipeline with CI/CD principles to manage the ML lifecycle and alert system admins to anomalies. This solution minimizes failures, enhances service availability, and accelerates USCIS application processing.



DHS FEMA Data Exchange (FEMADex) Prototype and Pilot

REI partnered with FEMA to develop a PoC showcasing the potential of AI in disaster response. We built a modern, high-availability, cloud-based data analytics platform that supports a wide range of data types and enables FEMA to leverage ML for valuable insights. The FEMADex prototype, part of this PoC, demonstrated rapid ML capabilities, testing 150,000 models within an hour to predict new COVID-19 cases.

HRSA Conversational AI Agent

REI implemented an AI chatbot using Natural Language Processing (NLP) on the Electronic Handbooks (EHB) knowledge base to address user queries, reducing HRSA Contact Center calls by 25%. The chatbot also demonstrates conversational abilities by understanding context through NLP.

HRSA Electronic Handbooks (EHB) Recommendation Engine

This PoC improves user experience and navigation on the HRSA activity page. By analyzing 18 months of EHB IIS logs and transactional data, we trained ML algorithms to predict user activities and reports. Using collaborative filtering, the model boosts user experience and staff productivity.



GSA SAM.gov AI Search Engine

REI used semantic search expertise to create a PoC enhancing the SAM.gov user search experience. It enables discovery of contract opportunities using contextual information from scope document attachments, beyond the current keyword-based search relying on metadata.

Contact us today to learn more about how REI can help you harness responsible AI.

Email us at ai@reisystems.com.



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