

# From Legacy Systems to Lasting Results

## Modernizing Government for Measurable Impact

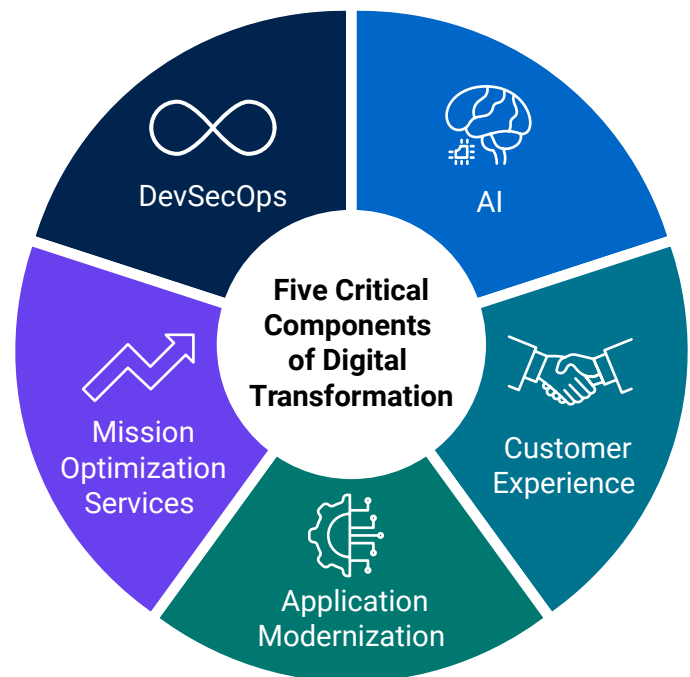
REI Systems helps federal agencies successfully navigate the complexities of digital transformation by modernizing legacy systems, improving service delivery, and aligning technology with mission goals. With over 20 years of experience driving modernization at agencies like FDA and GSA, we combine deep domain expertise with innovative, secure solutions that enhance operational efficiency and elevate the user experience. Our approach prioritizes measurable impact, enabling agencies to deliver faster, more responsive, and cost-effective services to the public.

## Strategic Elements of Successful Digital Transformation

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**Technology to Business Objective:** Aligning mission goals with agencies technology roadmap
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**Adapt a Product-Centric Mindset:** Fostering continuous evaluation, reducing waste, and maximize the impact of taxpayer dollars
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**Innovation and Emerging Technologies:** Transforming operations with cutting-edge advancements in AI, FinOps, cloud engineering, and low-code platforms
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**Transform Customer Experience:** Creating optimized experiences at all touchpoints by understanding the unique needs to stakeholders
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**People-First Approach:** Work alongside the IT Services team to eliminate inefficiencies, enhance decision-making, and accelerate mission impact



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Modernizing federal systems with **purpose**, **precision**, and **measurable results**.



## Our Digital Transformation

Through targeted digital transformation initiatives, REI's collaboration with federal agencies has significantly enhanced operational efficiency and user experience.

### U.S. Food and Drug Administration (FDA) Office of Regulatory Affairs (ORA)

The Food and Drug Administration (FDA) regulates food, medications, medical devices, and cosmetics to protect public health. Its Office of Regulatory Affairs (ORA) employs over 6,000 people to inspect and test foreign products, ensuring they are safe and effective for daily use.

REI Systems was brought on as a technology partner to modernize the ORA's 30 inspection systems and facilitate a major IT and business transformation. The FDA's strategy, driven by strong leadership and clear vision, aims to develop a shared, integrated OneFDA model to enhance cross-functional collaboration.

Over the past few years, REI has been working to consolidate over 50 systems into seven, supporting 23 critical applications while providing 24x7x365 operation support. This phased transformation approach ensures that changes are implemented smoothly, while the alignment of technology with business goals continues to streamline operations. The anticipated outcomes include increased efficiency, simplified management, and greater responsiveness to the agency's evolving needs.



### GSA Integrated Award Environment (IAE)

The General Services Administration's (GSA) Integrated Award Environment (IAE) manages systems critical to the federal award lifecycle. When the launch of the System for Award Management (SAM) faced delays, REI Systems applied its Mindful Modernization approach, led by GSA leadership that set clear, actionable goals. REI integrated ten legacy systems into a unified platform, consolidating services like authentication and role management. This phased, iterative transformation enhanced data integrity, security, and user experience while delivering continuous value with minimal disruption.

## CONCLUSION

REI's commitment to digital transformation via Mindful Modernization has fueled some of the most ambitious initiatives within federal agencies. By aligning technology with mission-critical needs, engaging stakeholders, and adopting agile practices, we clarify the complexities of digital transformation, ensuring that agencies keep pace with digital demands, drive innovation, and improve service delivery.

**Contact REI Systems to discover how Mindful Modernization can accelerate your agency's mission impact.**  
Email us at [info@reisystems.com](mailto:info@reisystems.com).



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