

Boost Agencies with Fast Salesforce Deployment



Federal agencies are grappling with **healthcare disparities**, **cyber threats**, and rising **digital demands**. Low-code platforms like Appian, Salesforce, and ServiceNow offer secure and efficient solutions for digitization and modernization. Gartner anticipates a significant adoption of low-code solutions by 2025, reflecting a growing focus on **automation** and **digital transformation**.

Solutions

REI Systems uses a low-code approach with our Mindful Modernization™ methodology and agile practices to deliver secure, scalable, user-friendly solutions—faster and at lower cost than custom development.

We unify people, processes, technology, and data to improve mission outcomes through:

- Delivering a 20% reduction in program costs and faster development cycles with low-code efficiency
- Boosting productivity and reducing deliverable time by 90% through self-service workflows
- Enabling data-driven decision making with real-time dashboards and actionable insights
- Streamlining data management by integrating systems and eliminating manual transfers
- Applying strategy, design, requirements, and custom configurations
- Driving process reengineering and continuous feedback
- Ensuring rigorous testing, deployment, and operations
- Implementing CI/CD with DevSecOps for secure, efficient delivery

Salesforce Benefits



- **Accelerate Digital Transformation**
- **AI-Powered Workflow**
- **Compliance & Development**
- **Salesforce AppExchange**

Our Advantage

Since 2004, REI has helped **200+ clients** maximize Salesforce with **100+ certified professionals** delivering tailored solutions and strategic roadmaps.

- **Implementation & Optimization:** “Accelerator First” and “Platform First” strategies speed Salesforce deployments and minimize custom work
- **Strong Partnerships:** Collaborations with Conga, AWS, Whatfix, Box, SharePoint, and Zendesk. Out of the box integrations with systems like SAM.gov, Grants.gov, Census.gov, Treasury BFS, and Login.gov
- **Proven Expertise:** 500+ projects, 15+ years of Salesforce experience, and 13+ certifications

Mission Outcomes | Real Results for Federal Agencies



HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA)



Mission Challenge:

The Performance Improvement and Measurement System (PIMS) had a poor user interface, no versioning, weak integration, and costly maintenance.



Our Solution:

REI partnered with HRSA OIT to redesign PIMS using Salesforce OmniStudio-Public Sector Solutions and Experience Cloud. The system added self-service features, streamlined processes, and delivered a consistent, user-friendly interface.



Mission Impact:

The new Salesforce-based system improved usability, increased cost-efficiency, and cut development time by over 20%. It enhanced real-time data access for decision-makers and integrated with existing systems. A knowledge repository supports informed decisions, with AI-readiness built in for future enhancements.



Innovation:

Leveraged Experience Cloud and OmniStudio for modular, scalable solutions that support adaptability and lay the groundwork for AI-driven program planning.



DEFENSE INSIDER THREAT MANAGEMENT AND ANALYSIS CENTER (DITMAC)



Mission Challenge:

The DoD lacked a unified system for anonymous insider threat reporting and case management across 43 components.



Our Solution:

REI developed a Salesforce Service Cloud portal for anonymous threat submissions through a public webpage. Cases are routed via triage workflows, tracked in dashboards, and managed across the lifecycle.



Mission Impact:

DoD personnel now have secure, effective tools to detect and respond to insider threats such as espionage, sabotage, and cyberattacks. The system streamlines collaboration and strengthens operational security and efficiency department wide.



Innovation:

Implemented a scalable Service Cloud case management platform with role-based access, real-time dashboards, and anonymous reporting—fully aligned with DoD compliance.



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Contact our low-code experts today to discover how we can enhance your mission delivery!

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