

Rapidly Deploy Enterprise Applications to Accelerate Mission Results

Overview

Government agencies face **growing demands** for faster, more transparent services amid cybersecurity risks, budget constraints, and legacy systems, while emerging technologies and policies require scalable, secure, mission-driven solutions.

REI Systems delivers **secure low-code solutions** that help agencies adapt quickly. Using platforms like Salesforce, Appian, and ServiceNow—paired with our **Mindful Modernization™** approach—we streamline operations, reduce manual work, and deploy enterprise-grade applications faster, enabling improved services, automated workflows, and real-time insights.

Services

Our low-code platforms and Mindful Modernization™ approach deliver mission-critical solutions up to **6x faster** than custom code, balancing speed, scalability, security, user experience, audit readiness, and cost-effective maintenance.

We offer end-to-end low-code lifecycle services that include:

- Strategy
- Customer Experience Design
- Requirements Building
- Business Process Re-Engineering
- Custom Configuration
- CI/CD & DevSecOps Implementation
- Embedded AI and ML Capabilities
- User Experience Design and Accessibility Compliance
 - Self-Service Workflows
 - Real-Time Dashboards and Insights
 - System Integration and Data Unification
 - Modular Design for Continuous Innovation
 - Testing and Deployment
 - Operations and Maintenance



Low-Code Benefits



- Accelerate mission outcomes with faster deployment cycles
- Respond faster to ever-changing requirements
- Leverage agile and DevSecOps processes for greater efficiency
- Increase automation and eliminate manual tasks
- Improve your customer experiences
- Boost UI/UX satisfaction with intuitive, mobile-ready interfaces
- Enable secure data sharing and auditability
- Decrease your total cost of ownership
- Support AI-readiness and future enhancements
- Reduce technical debt through platform consolidation
- Empower data-driven decisions with actionable reporting



Our Low-Code Solutions Impact



U.S. FOOD AND DRUG ADMINISTRATION (FDA)

Mission Challenge: FDA investigators depended on 50+ disconnected legacy systems with no document upload, mobile access, or real-time oversight, leading to manual work, inconsistent processes, and operational risk.

Our Solution: REI delivered ROMS, a cloud-native Appian platform integrated with AWS Textract, MuleSoft, and FDA enterprise systems. Human-centered design streamlined inspections, sample collections, and recall audits into unified workflows across OII.

Mission Impact: ROMS increased user satisfaction by 78% and performance by 69%, supporting 5,000+ users and 6,500+ inspections per month with faster reporting and improved oversight.

Innovation: Built on a standardized, scalable regulatory model, ROMS enables automation and modernization, with integrations and upcoming mobile capabilities supporting inspectors nationwide.



U.S. GENERAL SERVICES ADMINISTRATION (GSA)

Mission Challenge: FSD.gov's vendor-managed ServiceNow limited GSA control, slowed enhancements, and increased costs, while high incident volumes and limited visibility hindered service improvement.

Our Solution: REI rebuilt FSD.gov on a GSA-owned ServiceNow instance, adding modern incident, change, and knowledge management, real-time dashboards, automated reporting, and omnichannel support.

Mission Impact: Incidents dropped 52%, saving \$500K in two months and projecting \$3.3M annually. Virtual Agent resolved 61,000+ interactions without tickets, and page load times improved by more than 50%.

Innovation: Process Mining, targeted messaging, and automation cut Tier 1 support costs by 30%. The platform achieved ATO in eight weeks and is ready for AI-driven optimization.



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS) – HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA)

Mission Challenge: HRSA's PIMS lacked modern usability, versioning, and integration, relying on costly manual processes that slowed reporting and performance.

Our Solution: REI rebuilt PIMS on Salesforce OmniStudio, Public Sector Solutions, and Experience Cloud, delivering self-service, streamlined workflows, and an intuitive experience.

Mission Impact: Usability and data access improved, development time dropped 20%, and leaders gained real-time visibility and better decision support.

Innovation: Modular, AI-ready Salesforce components provide a scalable foundation for ongoing modernization, improving cost efficiency and user experience.

Contact our low-code experts today to find out how we can help you better meet mission demands!

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