

Maximize Efficiency and Accuracy with Tailored Case Management Solutions

Case management solutions simplify complex decision-making processes, adapt to legal and policy changes, enhance efficiency and precision, and maintain security. However, while off-the-shelf tools work for simple decisions, complex environments need custom solutions.

That's where we come in! REI's experts collaborate with you to develop a unique solution on platforms like **Salesforce** or **Appian**, or create custom solutions using technologies like **Java** or **.Net**. Our tools integrate with new, existing, or multiple systems to collect agency-specific information while applying law and policy is essential for verifying the facts within and across several cases.

Our Approach

With over 30 years of expertise, REI is a leading provider of advanced tools, including case management applications for government agencies. We simplify complex processes, handle dynamic workloads, and enable rapid data-driven decisions. From citizen and social services to judicial courts, law enforcement, investigations, and compliance.

We use an Agile approach to adapt to evolving needs by offering flexible and scalable custom and low-code solutions that are deployable in the cloud or on-premises. Alongside software services, we provide advisory services for optimizing complex business processes.

Services

To bolster system capabilities and optimize your case management process and its outcomes, we offer:

- Customer and User Need Assessment
- Human-Centered Design of Case Lifecycle
- Modern Technologies: Cloud Engineering, AI/ML, and Self-Service Analytics
- Advanced Development Methods: DevSecOps, CI/CD, and Agile
- Emerging Technologies: AI and Blockchain
- Off-the-Shelf Platforms: Appian and Salesforce





REI Case Management Solution Benefits

- **Streamline and accelerate case processing:** Digitize case intake/initiation, processing, adjudication, and resolution. Reduce error rates, streamline work for simplicity and speed, improve productivity, lessen manual administration, and automate tasks that do not require judgment.
- **Modernized technology to improve agility, innovation and reliability:** Low-code platforms, or custom solutions using cloud-native Microservices and DevSecOps, built using Agile processes, approach help meet emerging needs, incorporate new ideas, and ensure continuous availability and improvement.
- **Simplified critical programmatic data and analytics:** Collect, house, process, aggregate and make more data visible to help make quicker and better decisions, identify waste, and reduce redundancies, and justify sustainment of mission programs.
- **Improved user and customer/beneficiary experience:** Human-centered design creates usable, effective solutions, providing users with an intuitive experience, boosted productivity, and reduced on-ramp time for new users.

