

Empower AI

Overview

Empower AI is a U.S. federal technology and mission service provider with more than 35 years of experience supporting defense and civilian agencies. Formerly NCI, the company combines AI, software engineering, ITSM, infrastructure modernization and mission support to help government organizations modernize operations, automate work and make faster, data-informed decisions.

Key Provider Capabilities

Empower AI's public-sector proposition is unusually broad for a company positioning AI as a practical mission-enablement capability rather than a standalone offering. Its strength lies in connecting AI, enterprise IT and mission operations within the security, compliance and workflow realities of the federal government.

Its AI Services Framework covers responsible AI, ML, edge AI, data architecture and database design, with ITSM, compliance, knowledge management and workforce optimization use cases. It has pre-built accelerators and real-world use cases to move agencies from experimentation to operational adoption.

Empower AI works across legacy and emerging technologies, including systems design, software engineering, technology rationalization and systems evaluation. This helps modernize without abandoning established platforms and mission-critical applications.

Empower AI's enterprise IT and service management capabilities include omni-channel service desks, application monitoring and support, device and mobile-device management, ServiceNow engineering and automation. Recent work for GSA and DISA demonstrates its ability to operate at a substantial federal-enterprise scale. The 2026 GSA DIGIT XGen award, valued at \$145.6 million over two years, spans service desk operations,

device management, ServiceNow, security operations and solutions engineering across more than 800 government installations. Its infrastructure modernization covers cloud readiness and migration; on-premises and public, private and hybrid cloud environments; networking; zero trust; and IAM.

Empower AI's mission support integrates program management, process engineering, strategic planning, technology roadmaps and digital transformation with technical delivery. Its federal footprint covers defense organizations and civilian customers, including GSA, DOJ, DHS, NIH, FCC and CMS.

Benefits Delivered

- **Empower AI delivers most value when agencies need to turn technology investment into measurable improvement: automating repetitive work, reducing manual effort and errors, accelerating service resolution, improving decision support and freeing employees for higher-value missions. It cites over 100,000 hours saved through hyperautomation and up to 40 percent productivity gains across use cases.**