EIM is a commercial software platform that serves as the foundation for several Care and Benefits Integrated Systems and Solution Delivery Division programs.

Migration to EIM enhances system performance, improvements in workflow, data quality, and management functionality. It also improves efficiency and accuracy. Health Artifact and Image Management System (HAIMS) migration to EIM in 2021 led to increased bulk-scanning capabilities and new features that improved identification and correction of misfiled patient records.

Other programs that were relaunched on the EIM platform include: Service Treatment Record Processing Operations Reporting Tracking Solution in 2020, Paper Record Tracking in 2021, and an updated Special Needs Program Management Information System in 2022. The Federal Information Lifecycle Electronic Repository (FILER) went live on EIM in 2023 with Armed Forces Medical Examiner System's (AFMES) search functionality being powered by EIM starting in 2024.
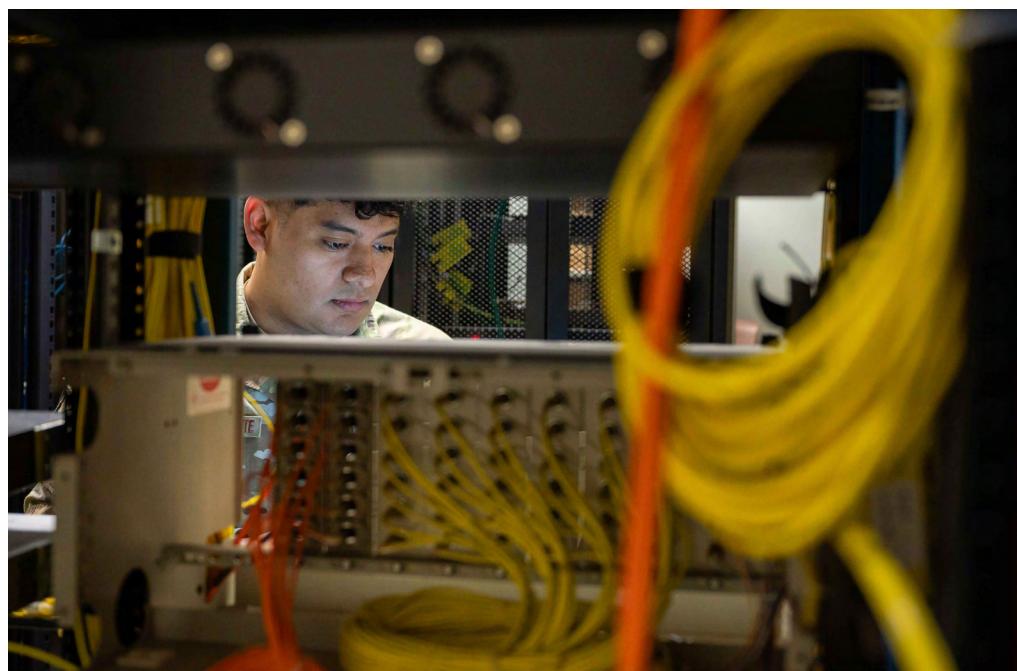
Key Features

- Refreshed user interfaces
- Intelligent search capabilities
- Content and record management capabilities
- Reduced system downtime

Key Benefits

- Enhanced system workflows
- Improved data quality and data management
- Enhanced system stability and response time
- More efficient asset management (HAIMS)

EIM is managed by the **Solution Delivery Division** Care and Benefits Integrated Systems Program Management Office.