MILO
MEANINGFUL INSIGHTS
FOR LONG-TERM OUTCOMES

Agentic AI & GenAI-Powered Virtual Assistant



MILO – AN INTELLIGENCE THAT ACTS, NOT JUST ANSWERS

MILO is an Agentic AI and Generative AI–powered virtual assistant that delivers rapid, context-aware intelligence across enterprise workflows. MILO can automate time-consuming administrative tasks, extract actionable insights from complex and fragmented data, and enable timely, targeted outreach—empowering teams to focus on high-value decisions that drive measurable, long-term outcomes.

INTELLIGENT

MILO understands context, learns continuously, and delivers insights that are relevant, personalized, and decision-ready.

ACCURATE

MILO generates precise, accurate, and reliable outputs grounded in trusted data and domain-aware intelligence.

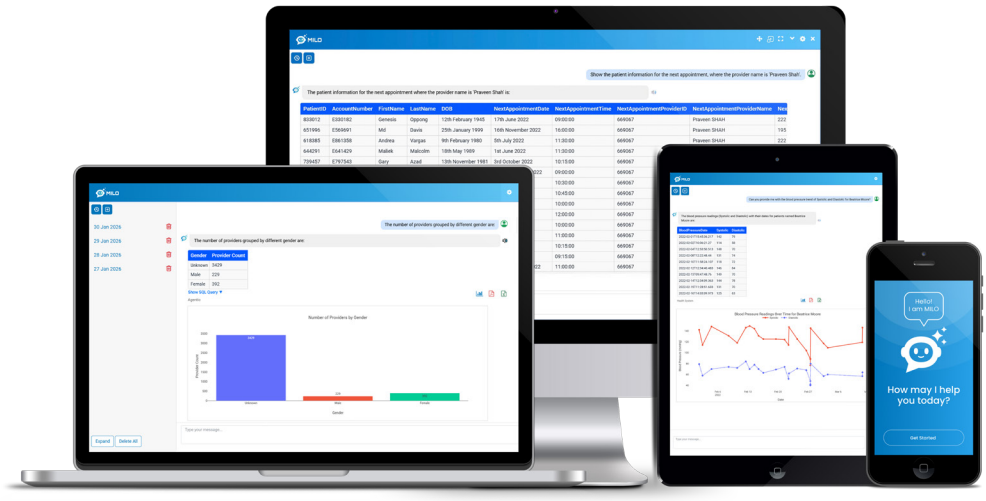
RAPID

MILO responds in real-time, cutting through complexity to deliver answers and actions at the speed your business demands.

ROBUST

Built for scale and security, MILO integrates seamlessly across systems while performing reliably in complex enterprise environments.

SMARTER ENGAGEMENT FOR HIGH-RISK POPULATIONS



MILO enables more effective engagement with high-risk populations by identifying the right individuals, delivering personalized messaging, selecting the most effective communication channels, and tracking patient responses in real time.

"Our MILO app goes way beyond simply analyze information—it drives decisions, initiates workflows, and accelerates meaningful outcomes"

Anand Shanbhag
Chief AI Officer
Creative Information Technology, Inc.

CONTEXT-AWARE INTELLIGENCE, ON DEMAND

MILO rapidly analyzes large volumes of content—including policy documents, patient notes, regulatory materials, and enterprise data—to surface the most relevant insights in the right context. With multilingual understanding and natural language interaction, MILO enables users to ask questions in their preferred language and receive precise, explainable answers by intelligently navigating both structured databases and unstructured content. Trained to understand relationships across enterprise systems, MILO delivers accurate, trusted intelligence—supporting faster insights, improved compliance, and smarter decision-making at scale.

KEY BENEFITS OF MILO

FASTER, MORE INFORMED DECISION-MAKING

Rapidly surfaces the most relevant information from complex documents and enterprise data, enabling timely and confident decisions.

INTELLIGENT ANSWERS DIRECTLY FROM ENTERPRISE DATA

Answers natural-language questions by reasoning across databases, schemas, and relationships—without manual queries or system hopping.

CONTEXT-AWARE, EXPLAINABLE INTELLIGENCE

Understands intent and context across policies, notes, regulations, and data to deliver accurate, relevant, and transparent insights.

ACTIONABLE INSIGHTS FROM COMPLEX, FRAGMENTED DATA

Transforms clinical, administrative, and operational data into clear, decision-ready intelligence.

IMPROVED COMPLIANCE & RISK MANAGEMENT

Consistently interprets policies and regulations to reduce errors, support audits, and strengthen regulatory readiness.

REDUCED ADMINISTRATIVE BURDEN

Automates routine queries, reporting, follow-ups, and workflow initiation—freeing teams to focus on higher-value work.

SCALABLE INTELLIGENCE ACROSS WORKFLOWS

Seamlessly integrates into existing systems and processes, scaling across departments and use cases without disruption.

ENTERPRISE-GRADE SECURITY, PRIVACY & RELIABILITY

Built to operate in complex environments while meeting stringent security, privacy, and compliance requirements.

MULTILINGUAL ACCESSIBILITY & INCLUSIVE ADOPTION

Enables users to interact in their preferred language, improving usability across diverse and global teams.

CROSS-TEAM DECISION ENABLEMENT

Ensures consistent, shared access to trusted insights across teams and functions.

GEN AI-POWERED REASONING, NOT SEARCH

Goes beyond keyword search to reason over data and content for precise, context-rich responses.

SUPPORTS VALUE-BASED & OUTCOME-DRIVEN CARE

Aligns insights, actions, and engagement around measurable outcomes and organizational goals.

ISO 9001 QUALITY MANAGEMENT · ISO 20000-1 IT SERVICE MANAGEMENT · ISO 27001 INFORMATION SECURITY MANAGEMENT · CMMI APPRAISED ML5 · CMMI APPRAISED ML3

CITI
CREATIVE INFORMATION TECHNOLOGY, INC.

USA (HQ)
2010 Corporate Ridge, Suite 450, McLean, VA 22102
+1 (703) 483-4300 | stateandlocal@citi-us.com

INDIA
A-1402, Empire Tower, Airoli, Navi Mumbai 400708
+91 99-30-679021 | sales_hc_services@citi-us.com

About CITI: Established in 1996 and headquartered in McLean, VA, CITI has offices located in the United States, India, and Canada. CITI is a diverse organization filled with talented IT, subject matter experts, and certified business professionals. We are certified in ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2022, CMMI DEV Maturity Level 3 for services, and CMMI DEV Maturity Level 5 for development. As a Microsoft Gold Partner, we specialize in the creative use of agile methods and emerging technologies. CITI offers a full portfolio of IT solutions, products, and services. Our offices include a state-of-the-art development integration lab and testing facility, where we both develop systems and explore advanced technologies on behalf of our customers and the communities we serve. We have successfully architected, designed, developed, and implemented cutting-edge solutions for federal, state, and local agencies, as well as countless commercial customers in the U.S. and other parts of the world – positioning ourselves as an IT thought leader in Healthcare IT solutions and services.

© Creative Information Technology, Inc. All rights reserved.