



Veterans Affairs Innovation Laboratory

VA leverages ExAM4Enterprise to create positive employee and Veteran feedback platforms increasing efficiency and mission success.

Since 2014, the Department of Veterans Affairs' Center for Innovation (VACI) chose Millsapps, Ballinger & Associates (MB&A) to develop and implement a Pipeline Management Platform (PMP) solution on the Salesforce platform. At the time, it represented one of the VA's first forays into Salesforce's cloud platform. VACI quickly realized the power of the Salesforce platform and soon, one application became many, and the Center for Innovation led the way in helping the VA begin developing applications on the Salesforce platform across multiple projects. The ability to move from idea to innovation rapidly fit well with VACI's mission and the mission of the VA as a whole as ideas rapidly became prototypes and those prototypes rapidly became functional business applications providing value to the veterans and create a better user experience for employees, volunteers, and Veterans and their families. This led to MB&A supporting over 40 other projects at Veteran Health Administration, National Cemetery Association, Veterans Benefits, and more.



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We were very lucky to work with the MB&A team to develop a personalized, tailored application for our program. The team was fantastic to work with – they truly listened to our needs, co-designed with us and our users, and were very attentive to completing tasks quickly and ahead of schedule. I give my highest recommendations for working with the MB&A team!”

VA Innovators Network Lead,
VA Center for Innovation



Number of
Projects **40+**

<100 Days to
Go Live

Use Cases

VA Enterprise Data Management



Collecting the Data:

Automation, Dynamics Surveys, Decision Tree Logic

Managing & Understanding of the Data:

Custom Reports and Dashboards, Workflow Automation and Notification, External Reporting

VA Enterprise Innovation/Portfolio Management



Portfolio Management:

Collecting and Managing Data for Grants

Help Desk Solution/Services:

Case Intake increased efficiency and case closure enablement. Technical and traditional Help Desk Services both enable and modify existing help desks.

VA Hospital Facility and Environmental Inspections & Management



Facility / Room Inspections:

Employee/Veteran satisfaction, quality assurance

Environmental Inspections/Assessments:

Food satisfaction, quality, and safety (nutrition food and services), sterile processing services (infection control)



The outcome at the VA is clear by enabling its internal team through MB&A's products and services the VA is doing more with less. The VA has extracted their workforce's and customer's feedback and experience to improve their own processes to support their mission efficiently and responsibly putting both the physical and mental well-being of their employees and the veterans first.

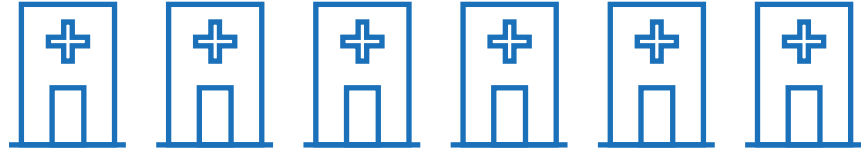
1000
Internal Named Users



Total
Data Collections

Five
Million

**60+
Hospitals**



“They are quick to help with whatever are needs are and continually make the app better. They have provided support to help us leverage the app to its fullest for all of our use cases. I would recommend using this for any use case where you are doing assessments, quality reviews, surveys, etc.”

Tech Lead at U.S. Department of Veteran Affairs



Key Projects

- Innovation Portfolio Management Solution
- MYVA Employee Satisfaction Surveys/Scoring
- NCA Veteran Family Satisfaction Surveys/Scoring
- Evaluate Disparate Veteran Hospital Experience Data
- VA Hospital Building & Environmental Inspections

About Us

Founded in 2011, Millsapps, Ballinger & Associates is committed to connecting our customers' missions to meaningful outcomes through technology. Industry-leading products like ExAM4Enterprise, ExAM4Inspections, and EXAM Assets powered by the Salesforce Platform, empower enterprises to collect, manage, and understand their data as it flows through their organization.

Visit the Website and schedule an appointment to explore how MB&A can help further your mission and create meaningful outcomes for your employees and customers.

mbaoutcome.com/contact

