ExAM 4 Enterprise

Veterans Affairs Innovation Laboratory

The VA increases efficiency and mission success by leveraging ExAM4Enterprise to create positive employee and Veteran feedback platforms.

Since 2014, Millsapps, Ballinger & Associates (MB&A) has been helping the Department of Veterans Affairs' Center for Innovation (VACI), when we first developed and implemented a Pipeline Management Platform solution on the Salesforce platform. At the time, it represented one of the VA's first forays into Salesforce's cloud platform. VACI quick realized the power of the platform and one application quickly became many. VACI led the way in helping the VA begin developing applications across multiple projects. The Salesforce platform allows the VA and VACI to force-multiply innovation and rapidly evolve ideas from prototypes to functional business applications. This better supports their mission and provides increased value to veterans and better user experiences for employees, volunteers, 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.

> "
> **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+**

Days to Go Live **<100**

Use Cases

VA Enterprise Data Management

Data Collection:
Automation, Dynamics Surveys, Decision Tree Logic

Data Management and Understanding:
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/Closure, Help Desk Services

VA Hospital Facility and Environmental Inspections & Management

Facility / Room Inspections:
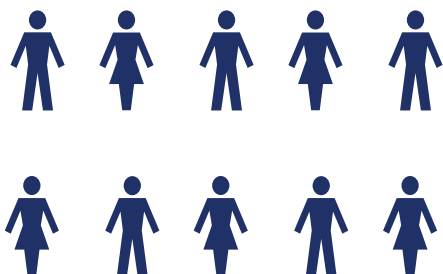Employee/Veteran Satisfaction, Quality Assurance
Environmental Inspections/Assessments:
Food Satisfaction, Quality, and Safety (Nutrition Food and Services), Sterile Processing Services (Infection Control)

The outcome of using MB&A's products and services is clear: the VA's internal team are able to do more with less. Based on feedback and experiences from customers and the workforce, the VA has improved their own processes to support their mission more efficiently and responsibly. The VA puts both the physical and mental well-being of their employees and veterans first.
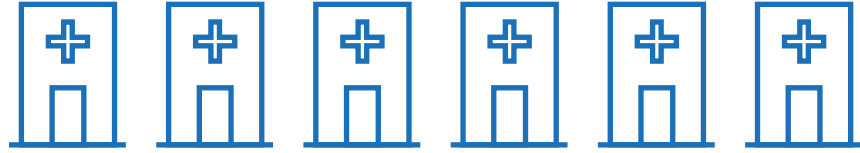
1,000
Internal Named Users

5
Million

Total Data Collections

60+ Hospitals

> "They are quick to help with whatever our 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, 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. Enterprises are empowered to collect, manage, and understand their data as it flows through their organization by using industry-leading products like ExAM4Enterprise, ExAM4Inspections, and EXAM Assets, powered by the Salesforce Platform.

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