



United States Department of Agriculture

Digitizing onsite and desk audit for laboratories, food processing plants, and facilities improving communication across a nation wide employee and customer base.

Since 2011, the United States Department of Agriculture has chosen Millsapps, Ballinger & Associates (MB&A) to develop and implement a Enterprise Architecture Repository (EAR) and Audit Management System (AMS) solutions on the Salesforce platform to drive mission success. The USDA's approach to onsite and desk audits across their function areas was standardized in the process but was still disjointed. Their audits programs were primarily paper-based to start and used email to communicate which created a very disjointed experience internally and with customers. To add complexity to the challenge their team members and customers are dispersed across the united states with regional functional regional teams creating further breaks in visibility and communication. With the ExAM4Entprise suite at Agriculture Marketing Services(AMS) at Laboratory Approval Services(LAS) within USDA was able to centralize communication, reduce duplicate data entry, increase audit efficiency, and increase local, regional, and country-wide transparency and tracking. Taking a manual highly paper-based process and transforming it into a digital and mobile dynamic experience. This lead to MB&A supporting and auditing other projects at USDA across different programs.



The USDA use case is unique in it's scale but not in challenges. A good deal of our customers find challenges in digitizing there audit process which is why we help customers crawl, walk, run in a cost effective manor. This helps customers like the USDA ensure maximum adoption and effectiveness improving the employee and customer experience.

USDA Account Executive,
Bradley Hilker



Mycotoxin



Meat & Poultry



Nuts



Dairy

Use Cases

Audit Management

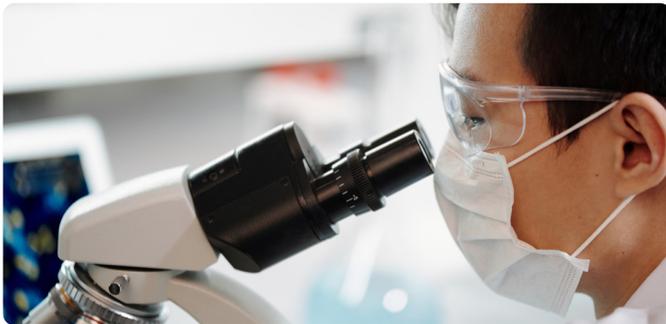


Collecting the Data:

Scheduling, communication and notification engine (distribution and event based), lightning assessment viewer for desk audits, team inspections based on expertise, mobile application E4I app, Remote Video, doc designer (native document/report generation)

Managing & Understanding of the Data:

SF Reports/Dashboards, Tableau CRM Reporting, Hierarchy based Approvals, Customer Health Tracking



Program Experience



Collecting the Data:

Event Based Distribution (Customer Engagement Automation), Multimedia Document Collection, Customer Surveys

Managing & Understanding of the Data:

A change in process from analog replaced with a digital experience that is easy to monitor and report on in real time.

MBA Outcome

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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

