

SUCCESS STORY

 BPA Solutions



INDUSTRY

→ Nonprofit

PRODUCTS/SOLUTIONS

- BPA Quality & Risk Management
- Microsoft Office 365
- Microsoft SharePoint

THEMES

- Incident management
- Audit management
- Document management

SUMMARY

Saving Sight is a 501(c)(3) nonprofit organization with a mission to change lives by saving sight. Founded in 1960, Saving Sight has grown to become one of the nation's leading eye banks and is focused on providing innovative solutions to its clinical partners. Headquartered in Kansas City, Mo., Saving Sight facilitates eye donation in Missouri, Kansas and Illinois, impacting the lives of those both near and far through transplantation.

Saving Sight looked to BPA to implement a quality management application, built on Microsoft SharePoint to improve communication within the organization.

CHALLENGE

As a non-profit, quality processes are a key component of Saving Sight's business. Prior to engaging with BPA, the eye bank relied on SharePoint 2013 and InfoPath on-premises, File Maker, and manually entering data in Excel files as part of their quality process. Looking for an up-to-date, cloud-based solution that would enable the organization with more collaborative and centralized tools, Saving Sight turned to BPA.

STRATEGY

Saving Sight selected BPA Quality to bring their incident, audit, and document management processes to the cloud. Because Saving Sight was familiar and experienced in working with SharePoint, moving them to an Office 365 solution was a logical move for the organization. Even better, the high number of out-of-the-box modules combined with the inherent flexibility of BPA Quality provided great benefit to the organization.

With in-house configurations and the help of BPA's No-Code Solution Builder, a SharePoint based solution, Saving Sight was able to create and mould their incident module precisely the way they needed it.

Today, the department managers, rather than strictly the Quality Team, can directly manage five types of incidents. The organization also added an annual audit program, guiding Saving Sight internal auditors throughout the year by documenting audits, raising non-conformity, and enabling them to follow up on the corrective action plan within the BPA Quality solution – where all work instructions, SOPs, and Forms are easily accessible to those who require them.



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RESULTS

BPA Quality brought better visibility to the organization and the notification process has greatly improved the communication across departments. Managers are gaining a better pulse on current activities and instant insight on the incidents that are open and the varying statuses. In the case of reoccurring incidents, managers can pull up previous incidents easily and access the information they need. In 2019 an integration with Teams and Power BI will bring additional collaboration and insights to Saving Sight.



✓ WIN RESULTS



“What we were able to build out with BPA was so much more than we used to do before, this led to a more in-depth incident handling in the same time with better traceability.”



“With BPA Quality, everything is in one system and everybody knows the status of an incident when they need it.”



“Seeing what is possible to do with BPA and SharePoint opened the appetite to do more business activities in SharePoint replacing Excel Files.”



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SharePoint
Business Applications
Partner Program
Charter Member



Preferred
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