

## LETTER TO STAKEHOLDERS



**Edward J Murray**

*Interim Assistant Secretary  
for Management and Interim  
Chief Financial Officer*

On behalf of the Franchise Fund, I invite you to examine our FY 2015 Annual Report, outlining the VA Enterprise Centers' accomplishments and plans for next year, and the Franchise Fund's audited financial statements. This report documents the Franchise Fund's progress in the delivery of exceptional support services to VA and other government agencies (OGA). We ended FY 2015 with total revenue of \$706 million, which is a moderate increase from FY 2014 revenue.

The Franchise Fund's progress resulted in some noteworthy accomplishments. They include:

- Attaining an unqualified audit opinion of our financial statements for the 18th consecutive year.
- Involving customers in the planning of activities and programs during FY 2015 in order to facilitate continuous process improvement while satisfying customer expectation and business needs. (EO)
- Implementing a state-of-the-art phone system during FY 2015 to support improved Veteran access and self-service options. The system provides significantly more data and information, increasing the DMC's ability to conduct analysis and make better management decisions. (DMC)
- Providing reliable payment services to VA customers, including over 300 VA facilities, during FY 2015. Payment services included processing over 1.2 million invoices valued at \$13.5 billion according to the prompt payment act rules and regulations. (FSC)
- Implementing "Acadis", a registration and training management Web-based software package during FY 2015. This system allows LETC customers to track training events, enroll and cancel courses, be placed on a priority wait list for fully booked courses and receive system-hosted monthly sustainment training. (LETC)
- Leveraging Personnel Suitability and Security System (PSSS) capabilities during FY 2015. This initiative scheduled for delivery in 2016 will satisfy VA's requirement for a cost-effective case management system for cases processed through the SIC, ensuring the consolidation of all security and suitability background investigation case information. (SIC)
- Continuing to serve RCV's customers with their long-term storage needs, although the RCV has operated at maximum storage capacity during FY 2015. System enhancements and continuously improving customer service initiatives have ensured a high degree of customer satisfaction now and well into the future. (RCV)

These successful endeavors are examples of the Franchise Fund **delivering remarkable value and exceptional services to its Federal customers**. The success of the Franchise Fund would not have been possible without the support of its customers. We thank all of our customers for their continuing support.

I am pleased to submit the VA Franchise Fund FY 2015 Annual Report. Effective FY 2016, the Franchise Fund will be governed by the VA Support Services Governance Board. As the Franchise Fund looks forward to this coming year, I am confident it will continue to demonstrate sound business practices under the new governance structure.

Edward J Murray