



GRAND AVENUE SOFTWARE

solutions for quality compliance

Customer Profile: Watermark Medical, Inc.

Business Summary

Watermark Medical is a privately held medical products company servicing the sleep-disordered breathing market. The company produces a variety of offerings for sleep disorder diagnosis and treatment. The solutions improve diagnostic speed and accuracy, increase patient comfort, and provide a low-cost treatment alternative. Watermark Medical is headquartered in Boca Raton, FL and has offices in several southeastern U.S. cities.



Quality System Goals

- Shorten review, approval and implementation times for important quality system processes and quality records.
- Allow people from several different locations to easily participate in quality system activities.
- Make the latest quality system information available 7/24/365 online to people in a secure manner.
- Enable the company to achieve compliance to ISO 13485 and 21 CFR / Part 11 requirements.

Solution

- Watermark Medical has deployed the automated quality solution from Grand Avenue Software.

Business Results

- The system has electronically tied together remote locations allowing people from multiple sites to easily participate in important quality system activities.
- Quality system information is available all the time in real time helping to shorten cycle times and improve timeliness.
- Regulatory compliance has been achieved.
- The Grand Avenue system has been easy to install, configure, and maintain with existing resources.