



LifeWatch®

Watching Life™

“Polarion is easy to use, and you have the ability to track as you go.”, “Polarion provides everything we need!”

The Customer

LifeWatch (www.lifewatch.com) is a multinational public company of over 500 employees, with headquarters in Switzerland and R&D labs and service centers located in Israel and the United States, and annual revenues of more than \$80 million USD. For over 20 years, the company has helped health care professionals improve the health outcomes of millions of at-risk patients through easy-to-use health monitoring solutions.



The Pain Points

LifeWatch found itself needing a solution to improve 2 major problem areas:

1. With project team members physically located in several countries around the world in disparate time zones, the company needed a better, more efficient way to communicate and collaborate on projects.
2. With requirements and specifications maintained in “traditional” office documents, achieving the traceability and documentation needed for compliance with the U.S. FDA and other regulatory bodies was difficult and, consequently, inefficient.

Polarion Pain Relief

Polarion’s application lifecycle solutions proved to be just what LifeWatch teams were looking for – and more.

Global Project “Bridge”

“Adoption was driven by the business side,” said LifeWatch COO Rafi Heumann, “but I learned about Polarion from my team. They saw in Polarion the kind of unified platform we needed to bridge all people around the world and get everyone everywhere on the same page.”

“Our projects are spread all across the globe: USA, Europe, Israel, Ukraine, India - it’s difficult to put everybody on the same page and bridge time zones, cultures, language barriers. Polarion helped us to achieve that bridge.”

Just Plain Easy

The LifeWatch team found Polarion very easy to get started with, and to use ongoing.

“Polarion was very beneficial with its (Microsoft) Office import functionality,” said Heumann. “The main reasons we ultimately decided to partner with Polarion were: ease of use, and the ability to capture all project info in one system.”

“The biggest value Polarion provides to LifeWatch is the ability to cover the project and the design of projects from end-to-end: it’s easy to use, and you have the ability to track as you go.”

Traceability for Compliance

As a designer and maker of medical devices, regulatory compliance, especially with FDA, is a major issue for

“Polarion provides everything we need!”

“Polarion was very beneficial with its Office import functionality!”

“Polarion provides us the foundation for submitting for FDA 510K Clearance”

“Polarion helps to drive visibility.”

LifeWatch. According to Heumann:

“All our devices and services must go through an FDA approval process. For this, the documentation must be in excellent shape. Polarion provides a foundation for the documentation process and for submitting files for FDA 510 K Clearance.”

Polarion’s designed-in ability to quickly and easily create links between various artifacts, which can be set up to define any type of relationship, not only helps LifeWatch with their compliance requirements, but makes things more transparent. Says COO Heumann:

“Traceability is very important to us, especially for management...tracking components to understand if projects are on time, and to put the right resources in place. Polarion helps to drive visibility.”

Roll-out and Future Plans

LifeWatch initially rolled out Polarion with a team of 15-20 people who are developing a “next gen system that will monitor patient vital signs, hospital-wide, 24/7”.

“The evaluation phase took us roughly a few weeks after exploring few options,” said Heumann. “It was driven by the architect and the project manager who lead the project. The purchase decision was relatively quick.”

The current setup is a single server accessed from several facilities around the world by some 20 users.

“We started with 1 user (to set up the system), and scaled up to 20 users with no issues at all. Polarion actually provides more than we need... we just use it for our big projects.”

About Polarion

Creators of the world’s fastest enterprise scale web-based ALM solution, the success of Polarion Software is best described by the hundreds of Global 1000 companies and over 1 Million users who rely daily on Polarion’s [Requirements Management](#), [Quality Assurance](#) and [Application Lifecycle Management](#) solutions in their business processes. Polarion is a thriving international company with offices across Europe and North America, and a wide ecosystem of partners world-wide. For more information, visit www.polarion.com.

Introduction into the team was done via emails and phone communication within hours. Pitching process with training was a matter of some weeks. It took 4-6 months until the whole team was fully operational on the tool. The project manager, took Polarion training, and then trained the rest of the team, thereby keeping training costs low.

What does the future hold for LifeWatch? “We’re still thinking about that. We are definitely going to use Polarion for future projects with a reasonable scale and magnitude,” says Rafi Heumann. “Polarion provides everything we need!”

“We needed to bridge people around the world and get everyone everywhere on the same page.”



About LifeWatch

LifeWatch is committed to developing advanced technology and information solutions that set the standard for ambulatory patient monitoring. LifeWatch was the first remote patient monitoring solutions provider to receive Joint Commission accreditation in telehealth, to deliver an online physician information portal and to offer auto-trigger monitoring services. Its solutions meet or exceed ISO, FDA and CMS standards, reflecting its dedication to meet key performance indicators in patient care.



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