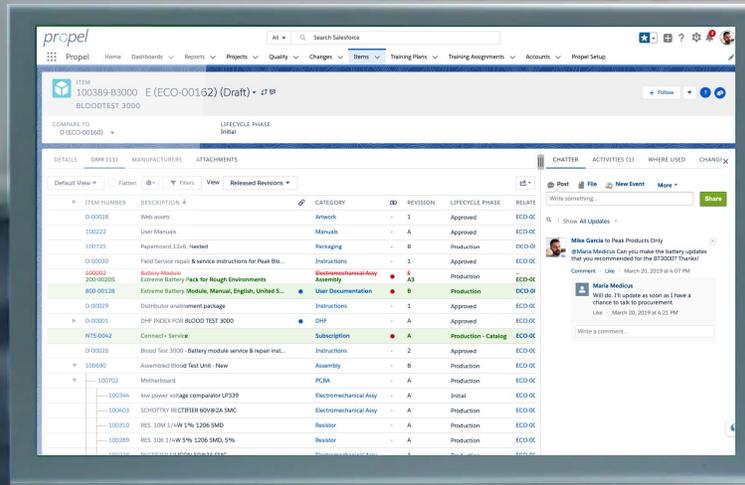


Streamline Customer Complaints and Post-Market Surveillance



Today's MedTech Challenges

The growth of more complex medical products, new types of technology partners and more demanding customers have made it even more difficult for medical device companies to deal with customer complaints and post-market surveillance. Traditional ways of capturing customer complaints and feedback are often very departmental and siloed. Copying data from one system to another, chasing down different teams, or trying to find out relations between quality issues and product revisions—all these result in unnecessary business risk, slow customer response times, breakdowns in communication, data duplication and increased non-compliance.

An Integrated Solution for Customer Complaints

Propel and Salesforce provide a fully integrated solution that gives QA, customer service, engineering and operations a single view into customer, product and quality data. Medical device companies can create a closed-loop process from customer complaint to QA investigation to design update and back.

With Propel and Salesforce, medtech companies of all sizes are realizing lower risk, higher product quality, greater customer responsiveness and improved employee productivity.

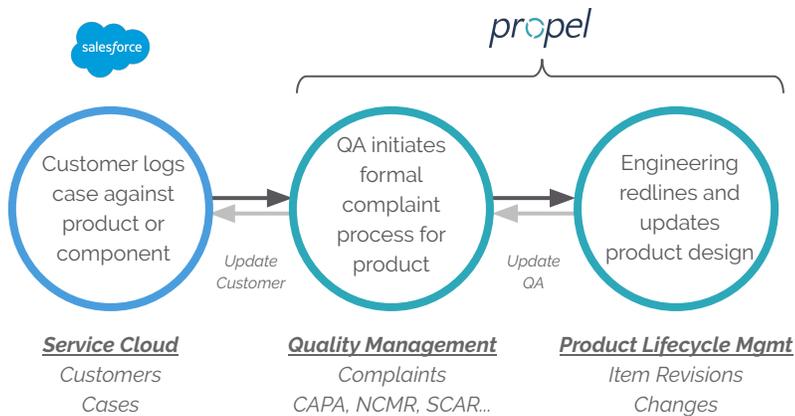
“ Propel and Salesforce help us understand quickly what our customer feedback is about, handle corrective action associated with the resulting feedback and keep customers informed of the actions taken. ”

- Yukon Medical



Propel and Salesforce Solution Overview

Propel and Salesforce are the industry's only solution for managing customer, quality and product data in a single integrated platform. VPs of QA/RA at medtech companies of all sizes are using the joint solution to deliver and keep high-quality products in the market, while lowering overall business risk and ensuring regulatory compliance. Because Propel is built on the Salesforce platform, medical device companies can now have one place to easily manage all their customer issues, post-market feedback, quality processes, product updates and the latest documentation.



Propel and Salesforce provide the following solution capabilities, which are all seamlessly integrated with each other:

- Capture any customer issue or post-market feedback against specific product versions or any component of the product
- Define any product detail, including custom attributes, product hierarchies, files, manufacturing data, costs and more
- Graphically and historically redline any product attribute
- Quickly initiate a customer complaint process from multiple customer issues
- Configure best practice workflows for CAPAs, SCARs, NCMRs and other quality processes
- Easily create an ECO (Engineering Change Order) from CAPA or any other quality process
- Create real-time and highly personalizable drill-down reports across customer, quality and product data

Why Customers Choose Propel and Salesforce

- Integration: single place for product, customer and quality means less chance of errors, less data re-entry and lower risk
- Usability: easy to learn and use solution results in fewer data entry errors, greater adoption and compliance
- Flexibility: ease of configuration allows companies to keep up with regulatory changes or new products
- Collaborative: easy for engineering, QA and service to share data with each other to resolve quality issues faster

