



**Edwards EZ Glide Aortic Cannula**  
Designed for protection.  
Built for ease-of-use.

## About Edwards Lifesciences DR

---

Edwards Lifesciences is a leader in advanced cardiovascular disease treatments, the number one heart-valve company in the world, and the global leader in acute hemodynamic monitoring.



**Company:**  
Edwards Lifesciences DR

**Website:**  
<http://www.edwards.com>  
Contact: Omar Frias

**Number of employees:**  
71 employees

**Industry:**  
Manufacturing

**Software platform:**  
Windows Server 2003  
Windows SharePoint Services 2003

## The Challenge (Objective)

---

The company tracked information using an Excel spreadsheet and emails and needed to automate the process for handling requests. They wanted a way to scan them and automatically create an InfoPath form and store it SharePoint. Then they needed to queue that request to a pool of users that will handle them appropriately until completion. After this, they needed constant feedback of where the requests were and who had them for determining future delays.

## The Solution

---

With Flowprise they have the ability to able to model workflows in the software without having to program and be able to modify this workflow in the future to adapt it to their needs. Also the integration with SharePoint was key because they already use it internally. Another point was the price; they were able to make more with less.

Implementation was easy. They had a process already in place for handling the requests, what they did was automate it and make it more efficient so adaptation from users was very fast. They use it everyday now to track all of their requests, who have them and the status of each of them.

They also handle and track all requests through Flowprise and now are able to handle an increasing number of them without having to add any personnel. They also are able to give instant information about the status of any of them.