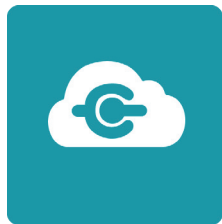


Waters Cloud Software Solutions

Advance your science with connected and accessible data



Digital Labs Are Here

The road to becoming a lab of the future can be a challenging one, with many obstacles that may cause laboratories to consider whether the outcome justifies the effort. However, in the face of rising consumer demand and limited resources, labs must confront a rapidly evolving business landscape, where compliance and data quality requirements for products must be met within tighter timelines and smaller budgets.

Opening the door to connectivity at any scale within the laboratory is a critical milestone on the road to becoming a lab of the future. It allows labs to break down silos, increase their capacity, and collaborate more effectively.

“The goal of the Lab of the Future is to drive greater scientific innovation, and ultimately get the right medicines to patients, faster.”

KATRINA COSTA

Science Writer, Open Pharma Research Ltd



Driving Customer Success

At the heart of all waters_connect™ Cloud Software solutions is our mission to drive customer success through innovative informatics solutions that advance science through connected and accessible data. To achieve this mission we embed three core, common capabilities in all our waters_connect Cloud Software products:

SIMPLE

Our software should always deliver a better user experience, allowing for ease of scalability and deployment alongside data accessibility and workflow usability.

INSIGHTFUL

Our software should help you to drive operational efficiency and make informed decisions through real-time data visualization and application specific workflows.

COMPLIANT

Our software should provide you with solutions that meet evolving global regulatory needs with built-in compliance and streamlined validations.



Waters Data Strategy in the Cloud

As you progress through your digital transformation journey, it's critical that your chosen partners not only deliver high-value, immediate solutions to your key challenges, but also complement your overall data vision and strategy. At Waters, we are committed to collaborating with you on your data strategy by opening up data pipelines and increasing data access, enabling transfer of data into your data lakes/lakehouses in addition to the unique insights we can deliver.

Our cloud data strategy represents a partnership and journey aligning to your overall digital transformation vision. Our ecosystems of complementary solutions will continue to evolve and grow in line with this direction.

Waters cloud solutions



IMPROVE LAB OPERATIONS

- View real-time status information
- Schedule instrument use and maintenance
- Get error and usage notifications
- Monitor system performance



ACHIEVE DEEPER DATA INSIGHTS

- Monitor compliance and data integrity
- Trend analytical data
- Support custom analytics and decision making



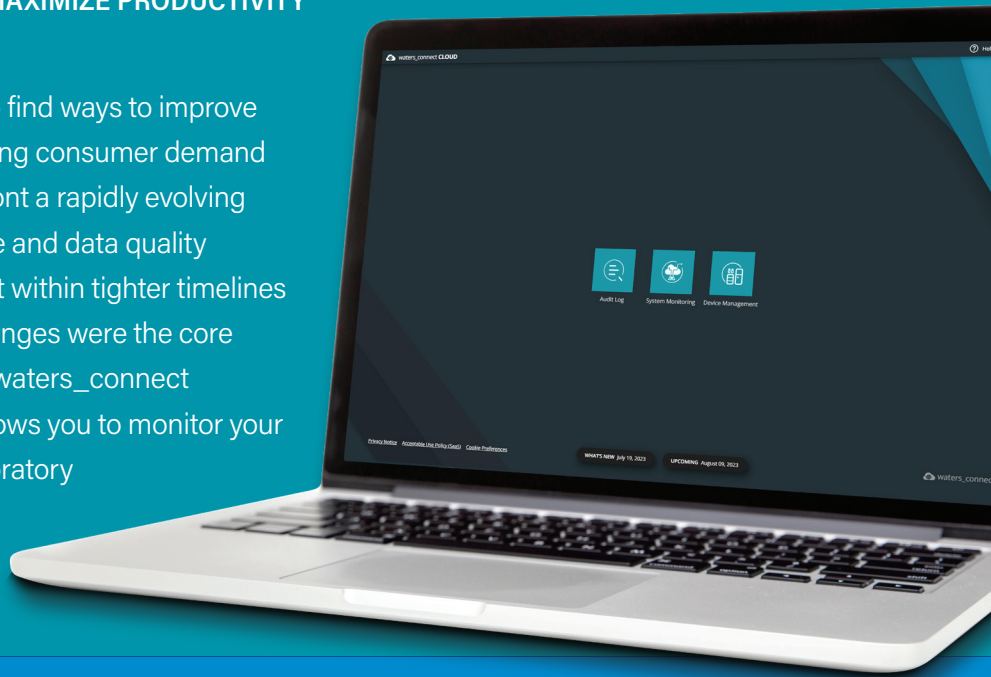
STREAMLINE COLLABORATION

- Share Empower data globally, across sites and with partners
- Investigate chromatography data in near real-time
- Screen results to quickly identify outliers in your chromatography results

waters_connect System Monitoring

REMOTELY MONITOR ACTIVITY AND MAXIMIZE PRODUCTIVITY WITHOUT BEING TIED TO THE LAB.

Increasingly, laboratories are striving to find ways to improve uptime and efficiency. In the face of rising consumer demand and limited resources, labs must confront a rapidly evolving business landscape, where compliance and data quality requirements for products must be met within tighter timelines and with smaller budgets. These challenges were the core drivers in the development of the new waters_connect System Monitoring Software which allows you to monitor your instrument fleet and optimize your laboratory operations from anywhere at any time.

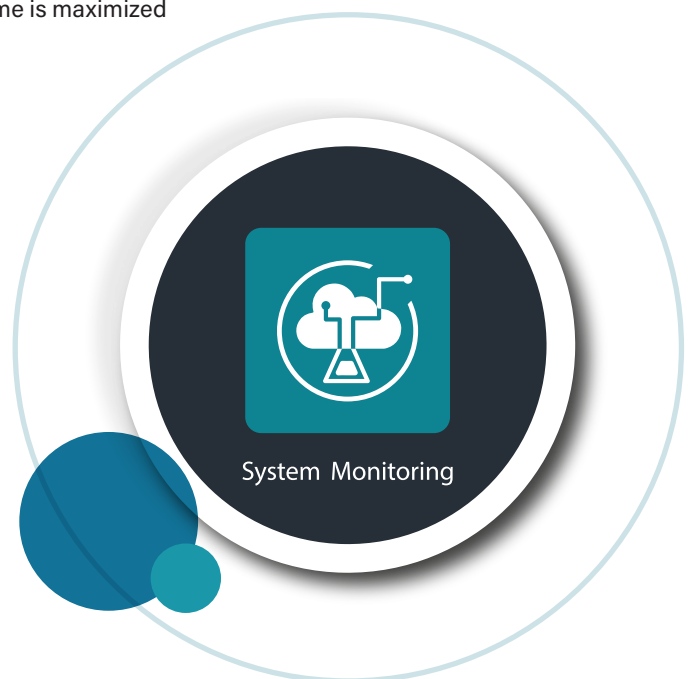


SYSTEM MONITORING PROVIDES A HOLISTIC VIEW OF YOUR LAB SYSTEMS, ENABLING YOU TO:

- Increase the utilization of your assets more effectively
- Reduce resource wastage to truly maximize productivity
- Plan day-to-day work with confidence in fast-paced laboratories
- Remove reliance on difficult to maintain, home-made solutions
- Identify errors and troubleshoot faster, ensuring your system uptime is maximized

EFFICIENT ASSET USAGE

System Monitoring allows you to find systems that are available for use in the lab easily and quickly, and provides detailed information to allow you to make decisions about how you run your day-to-day operations. The software also provides real-time notifications when the status of an instrument changes, for example when a system is in an error state, allowing you to react to and deal with those issues efficiently. Detailed information can also be provided about the type of errors, enabling easier troubleshooting and increasing system uptime. Contextual asset history information is available, allowing you to gain deeper understanding about how and when systems are being used.





waters_connect Data Intelligence

LEVEL UP YOUR EMPOWER DATA WITH IN-DEPTH DASHBOARDS AND POWERFUL CUSTOM DATA ANALYTICS.

The power of the analytical laboratory is its data. However, converting vast amounts of data into actionable decisions that provide confidence to business critical operations is extremely challenging. As the pace to digitalization increases, the needs of individual laboratories are also becoming increasingly complex. Labs are faced with siloed and disjointed data, time-consuming manual data interpretation processes, and lack of access to real-time data. These challenges impact their ability to maintain the flexibility and agility needed to respond to insights, make informed decisions quickly, and increase productivity.

The ability to monitor data trends over time, across projects, sites, and databases is essential in ensuring laboratories can reduce risk and costs. Limited or difficult access to key data can be incredibly problematic when preparing for audits and ensuring data integrity is maintained, resulting in increasing costs associated with audit preparation and responding to adverse findings.

The waters_connect Data Intelligence Software provides near-real time, in depth dashboards and powerful purpose-built analytics on your Empower Software data, helping you to:

- Reduce risk
- Save money
- Improve productivity
- Accelerate time-to-market

A 'moderately bad' 483 citation by the FDA can cost \$250k. In 2016 a 'bad' 483 cost one company \$5m.†

† <https://redica.com/a-bad-483-could-cost-a-company-millions/>

Empower Data Viewer

**ACCESS AND EXPLORE ALL YOUR CHROMATOGRAPHY DATA,
NO MATTER WHERE, WHEN, OR HOW IT WAS ACQUIRED.**

Data accessibility is critical for contract and other large laboratories who rely on collaboration to achieve their business goals. Real-time collaboration and data consolidation ensures everyone has access to the data they need, when they need it, and can effortlessly share insights with partners, however this is often difficult to achieve due to inaccessible data and bottlenecks in data review.

Empower Data Viewer addresses both challenges by leveraging data pipelines to consolidate information into a single location, facilitating near real-time exploration and accelerating data review. This enables organizations to:

- Compare and contrast data from different Empower versions and easily share data between sites
- Provide data access to internal and external collaborators in near real-time
- Quickly explore data uploaded from contract organizations Conduct faster data review by evaluating large datasets to find outliers



Our Commitment to Cybersecurity

As the leading provider of analytical measurement systems, software, and services for the life sciences, pharmaceutical, and industrial markets, we understand how critical your scientific data is which is why we have a comprehensive multi-layered approach to security. Waters cybersecurity program focuses on the integrity, confidentiality, and availability of its systems and your data.

Waters is proud to have achieved SOC 2® Type II compliance in accordance with the American Institute of Certified Public Accountants (AICPA). This designation serves as a third-party industry validation that Waters provides enterprise-level security for our customer's data secured in our cloud software platform.



Continuing our commitment, Waters has also achieved ISO 27001 certification for our cloud software platform and products. This certification underscores our commitment to the highest standards of information security management. ISO 27001 is an internationally recognized standard that ensures our processes, policies, and controls are robust, effective, and continually improving. By achieving this certification, we demonstrate our dedication to safeguarding our clients' data and upholding their trust in our solutions.

In addition to achieving this certification, we have also undergone a third-party risk assessment with CyberVadis, a leader in this field and used by Amazon and Microsoft to perform their third-party assessments. CyberVadis focuses on 20 topics (such as Data Privacy, Access Management, and Infrastructure Security) covering the entire cybersecurity life cycle in four phases: Identify, Protect, Detect, React. The 20 topics or criteria are based upon international information security standards such as ISO 2700x, NIST Cybersecurity Framework, Cybersecurity for ICS, PCI DSS and GDPR. Waters received a platinum medal and overall rating of developed mature from our assessment in August 2025.

waters.com

For your local sales
office, please visit
[waters.com/contact](https://www.waters.com/contact)



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