



ETQ Support Plans

Ensuring you maximize the productivity and efficiency of your ETQ solution

ETQ Reliance is a mission-critical solution for many customers.

Therefore, we offer a range of plans from basic work-week coverage to full 24/7/365 support. Our team of US-based experts ensures that customers maximize the productivity and efficiency of their ETQ solution, and deliver faster response times for customers with mission-critical operations.



Support

ETQ Support has you covered with plans tailored to your exact business needs. Pick the plan that works best for your business and stay productive all day, all year.



Academy

ETQ Academy empowers quality champions with 3 types of online training: Certifications, eLearning, and Microlearnings



Customer Success

ETQ Customer Success is with you every step of your quality journey. Our mission is to enable you to maximize the value of ETQ Reliance for your team and your organization.

		Gold Preferred Plan	
Support	Silver		Platinum
Customer Support – Online Support Portal	●	●	●
Customer Library – Online Knowledge Base Articles & FAQs	●	●	●
New Customer Community – Online Customer Collaboration	–	●	●
Support Hours	8 X 5	24 X 7	24 X 7
Number of Certified ETQ Ambassadors	3	5	10
Academy			
Online Microlearnings, E-Learnings and Certifications	Saas	●	●
New Academy Live – Exclusive Live Virtual Courses	–	●	●
New Academy Plus – Customized Courses Incl. Translations	–	\$	\$
Customer Success			
Customer Newsletter	●	●	●
Customer Business Review	●	●	●
Customer Conference Discount	–	10%	20%

	Silver	Gold Preferred Plan	Platinum
Support Release And Patch Services			
Access to New Releases, Patches and Hot-Fixes	●	●	●
New Product Release Courses	-	●	●
General Impact Assessment of New Release	-	●	●
Customer Specific Impact Assessment of New Release	\$	\$	\$
Patch Install for On-Premise Customers	\$	\$	\$
Support Add-Ons			
New Extra ETQ Ambassador	-	\$	\$
GovCloud, Itar, Us Citizen Support	-	\$	\$
Named Support Coordinator	-	-	●
Support Response Times			
Fatal	4 Hour	2 Hour	1 Hour
Severe	24 Hour	4 Hour	2 Hour
Degraded Operations	24 Hour	8 Hour	4 Hour
Minimal Impact	24 Hour	8 Hour	8 Hour
Support Target Resolution Times			
Fatal – Constant Effort Until Relief is Provided	●	●	●
Severe – 7 Business Days	●	●	●
Degraded Operations – 30 Business Days	●	●	●
Minimal Impact – Not Applicable	-	-	-
Support Case Severity Levels			
Fatal:	System unavailable; persistent issue affecting all users or causing material interruption to the business; no workaround provided		
Severe:	Persistent issue affecting many users; major functionality impacted; serious performance degradation.		
Degraded Operations:	Issue affecting some users; only moderate impact to the business. Also covers unresolved Fatal or Severe issue where a workaround has been provided.		
Minimal Impact:	Issue or question with minimal impact to the business.		

Contact us at support@etq.com

ETQ is the leading provider of quality, EHS and compliance management software, trusted by the world's strongest brands, like Kimberly-Clark, Jazz Pharmaceuticals, Herman Miller and Chobani. More than 500 global companies, spanning industries including automotive, biotech, food and beverage, manufacturing and medical devices, use ETQ to secure positive brand reputations, deliver higher levels of customer loyalty and enhance profitability. ETQ Reliance offers built-in best practices and powerful flexibility to drive business excellence through quality. Only ETQ lets customers configure industry-proven quality processes to their unique needs and business vision. ETQ was founded in 1992 and has main offices located in the U.S. and Europe. To learn more about ETQ and its product offerings, visit www.ETQ.com.