

## ETQ Support Plans

Ensuring you maximize the productivity and efficiency of your ETQ solution

**ETQ Reliance<sup>®</sup> 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.

		Preferred plan		
		Silver	Gold	Platinum
Support	Customer support - Online support portal	●	●	●
	Customer library - Online knowledge base articles & FAQs	●	●	●
	<b>New</b> 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	●	●
	<b>New</b> Academy live - Exclusive live virtual courses	—	●	●
	<b>New</b> Academy plus - Customized courses incl. translations	—	\$	\$
Customer success	Customer newsletter	●	●	●
	Customer business review	●	●	●
	Customer conference discount	—	10 %	20 %

		Preferred plan		
		Silver	Gold	Platinum
Support release and patch services	Access to new releases, patches and hot-fixes	●	●	●
	<b>New</b> 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	<b>New</b> Extra ETQ ambassador	—	\$	\$
	GovCloud, Itar, Us Citizen support	—	\$	\$
	Named support coordinator	—	—	●
Support response times	Fatal	4 hours	2 hours	1 hour
	Severe	24 hours	4 hours	2 hours
	Degraded operations	24 hours	8 hours	4 hours
	Minimal impact	24 hours	24 hours	8 hours
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.		



ETQ, part of Hexagon, is a global leader in integrated quality management, health, safety, and environmental solutions for manufacturers. Learn more at [etq.com](https://www.etq.com).

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