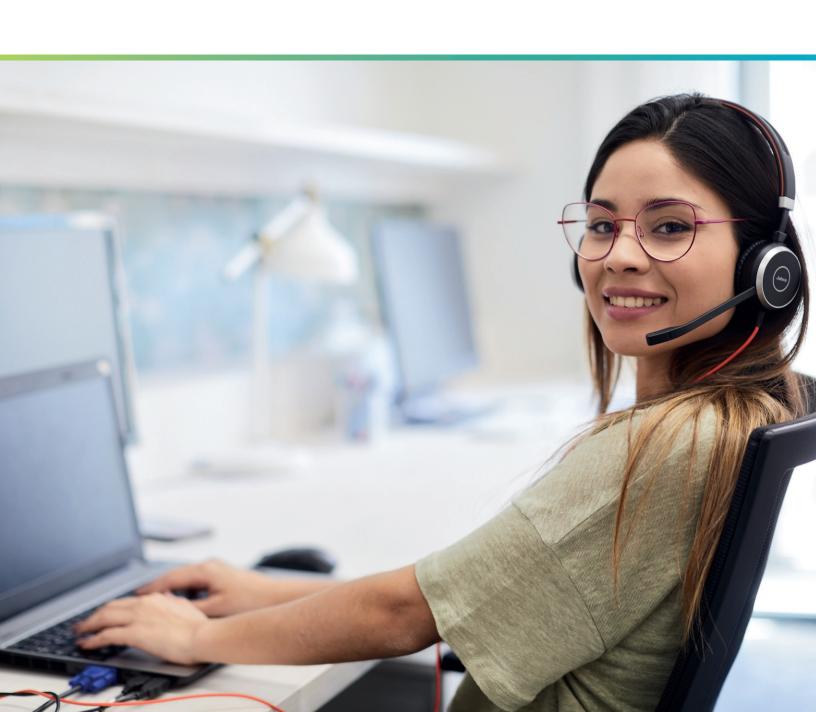


## **ETQ Support Plans**

Ensuring you maximize the productivity and efficiency of your ETQ solution

 $\label{eq:eta-continuity} \textbf{ETQ Reliance}^{\texttt{0}} \ \textbf{is a mission-critical solution for many customers.}$ 









## 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.

			Prefered plan	
			Gold	Platinum
Support		Customer support - Online support portal	•	•
		Customer library - Online knowledge base articles & FAQs	•	•
	New	Customer community - Online customer collaboration	•	•
		Support hours	24 x 7	24 x 7
		Number of certified ETQ ambassadors	5	10
Academy		Online microlearnings, e-learnings and certifications	•	•
	New	Academy live - Exclusive live cirtual courses	•	•
	New	Academy plus - Customized courses incl. translations	\$	\$
Customer success		Customer newsletter	•	•
		Customer business review	•	•
		Customer conference discount	10 %	20 %

			Prefered plan	
			Gold	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	\$	\$
	New	Extra ETQ ambassador	\$	\$
Support add-ons		GovCloud, Itar, Us Citizen support	\$	\$
ഗര		Named support coordinator	-	•
Support response times		Fatal	2 hours	1 hour
		Severe	4 hours	2 hours
		Degraded operations	8 hours	4 hours
		Minimal impact	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:		
		Severe:		
		Degraded operations:		
		Minimal impact:		



ETQ, part of Hexagon, is a global leader in integrated quality management, health, safety, and environmental solutions for manufacturers. Learn more at etq.com.

Hexagon is a global leader in digital reality solutions. Learn more about Hexagon (Nasdaq Stockholm: HEXA B) at hexagon.com and follow us @HexagonAB.