

## ETQ Support Plans

Ensuring you maximize the productivity and efficiency of your ETQ solution

**ETQ Reliance® 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.

		Preferred plan	
		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	24 x 7	24 x 7
	Number of certified ETQ ambassadors	5	10
Academy	Online microlearnings, e-learning and certifications	●	●
	<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	
		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	\$	\$
Support add-ons	New Extra ETQ ambassador	\$	\$
	GovCloud, Itar, Us Citizen support	\$	\$
	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](https://etq.com).

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