



HEXAGON

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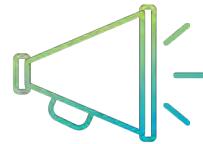
Solution brief

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.

		Included	
		Reliance Premium	Reliance 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
Academy	Number of certified ETQ ambassadors	5	10
	Online microlearnings, e-learnings and certifications	•	•
	New Academy live - Exclusive live virtual courses	•	•
Customer success	New Academy plus - Customized courses incl. translations	\$	\$
	Customer newsletter	•	•
	Customer business review	•	•
	Customer conference discount	10 %	20 %

		Included	Reliance Premium	Reliance 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		\$	\$
Support add-ons	Patch install for on-premise customers		\$	\$
	New Extra ETQ ambassador		\$	\$
	GovCloud, ITAR, US Citizen support		\$	\$
Support response times	Named support coordinator		—	●
	Fatal		2 hours	1 hour
	Severe		4 hours	2 hours
	Degraded operations		8 hours	4 hours
Support target resolution times	Minimal impact		24 hours	8 hours
	Fatal - Constant effort until relief is provided		●	●
	Severe - 7 business days		●	●
	Degraded operations - 30 business days		●	●
	Minimal impact - Not applicable		—	—



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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](https://twitter.com/HexagonAB).