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.

			Silver	Gold (Prefered plan)	Platinum
Support		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	**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	$	$	$
Support add-ons	New	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.

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