



BROCHURE

# Octave Reliance QMS software

Purpose-built for the modern, agile quality  
management ecosystem



# Championing quality leaders

**Octave Reliance (formerly ETQ Reliance) provides the technology quality professionals need to build a culture of quality and safety that delivers business value**

Quality professionals face many demands, including addressing internal and external costs of quality, ensuring regulatory compliance and audit readiness, and inspiring continual improvement across the organization.

The Quality Management discipline influences all product life cycle phases, from design to supply chain to manufacturing to sales and the customer experience. Quality holds each functional area accountable to the next to ensure optimal productivity.

The Octave Reliance platform helps you go beyond digitizing processes and compliance. Embedded AI capabilities deliver practical automation and enhanced risk management within your everyday workflows. AI-powered analytics deliver insights for smarter decision-making, helping you maximize the value of your QMS investment.

Connect your QMS to the global business ecosystem, proactively improve business performance and use quality data to shape strategic decisions.

Octave Reliance is the backbone of a closed-loop quality ecosystem allowing you to deliver measurable value in key areas:



### Cost of poor quality

Track, trend and act on reducing scrap, waste, rework and customer complaints to minimize business disruption and protect brand reputation.



### Time to market

Accelerate getting quality products to market by optimizing the product lifecycle.



### Supplier quality

Improve supplier relationships to mitigate risk and optimize your supplier base backed with real-time performance data.



### Decision velocity

Create a trusted, reliable source of quality data to make timely and more-informed business decisions.



### Compliance at scale

Efficiently meet changing customer, market and regulatory requirements and keep everyone audit-ready.

# A powerful & agile platform

Octave Reliance is a flexible and configurable enterprise QMS platform. Design and evolve your quality processes to meet your organization's unique and changing needs.

## 40+ ready-to-use applications:

Building blocks for robust, interconnected business processes.

## 1 agile platform:

Designed for business users and backed by advanced analytics capabilities.

## Cloud-native SaaS:

Secure, scalable and IT-friendly.

## Always Intelligent QMS

Octave Reliance is more than configurable; it is designed to make quality management smarter at every level.

- **Process Intelligence:** Eliminate manual tasks, accelerate cycle times and boost productivity with embedded automation and smart recommendations.
- **Compliance Intelligence:** Simplify compliance by removing friction, fast-tracking audit readiness and reducing risk through proactive checks.
- **Decision Intelligence:** Transform your quality data into actionable insights for faster, smarter decisions with advanced analytics and contextual guidance.
- **Risk Intelligence:** Predict and prevent issues before they disrupt operations—reducing waste, avoiding costly defects and strengthening business continuity.

## Future-proofed with cloud-enabled capabilities

Build collaborative interdependent processes and scale your Octave Reliance deployment across sites worldwide.



### Adaptability & Connectivity

Configure out-of-the-box apps or create new ones with a codeless drag/drop builder, allowing designers to link processes together for data consistency and traceability across workflows.



### External collaboration

Internal and external stakeholders, like Suppliers, can seamlessly and securely contribute to shared workflows.



### Smart enhancements

Embedded AI capabilities that give you control over when and where to enhance your unique processes with intelligent automation.



### Contextual awareness

Securely deliver the right information to specific users based on role, location, group or product line.



### Integration

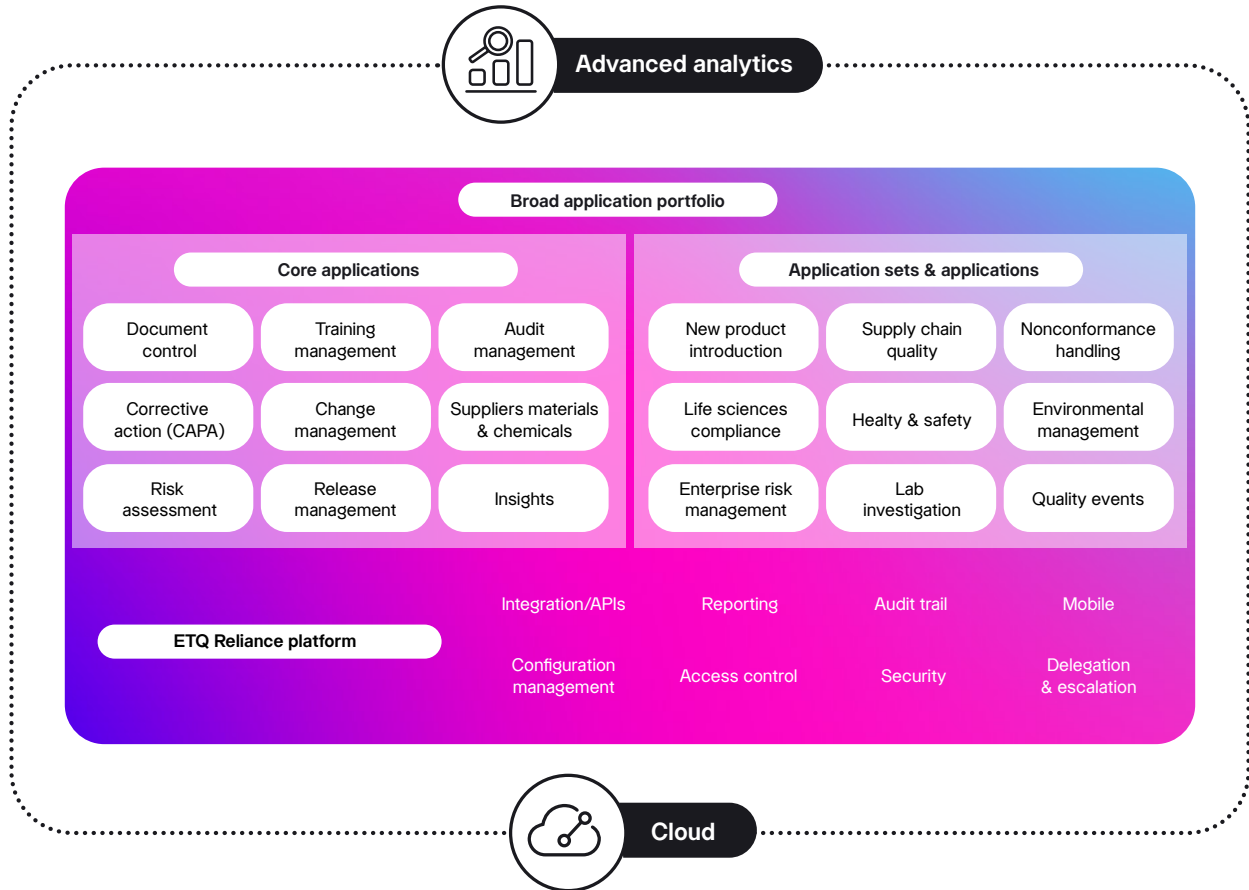
Industry standard REST APIs provide bi-directional data exchange between business systems like ERPs CRMs and more.



### Anywhere access

Extend quality processes to where your users are — the office, field or shop floor. Access on any browser or mobile device.

# The Octave Reliance application portfolio



## Core applications

Start with the core applications of Reliance, the essential processes for any QMS, and the foundation for closed-loop quality. Get up and running quickly with built-in best practices or configure them to meet your needs.

### Document control

Manage the life cycle of all controlled documents in a centralized framework and automatically track revision history

### Corrective & preventive action

Identify root causes, manage actions, and standardize issue classifications with intelligent recommendations.

### Risk register

Central location to create matrix style assessments to identify and control all risks that may affect your organization. A platform utility accessible within any application.

### Training management

Keep a 360-degree view of the employee training matrix, manage courses and assignments, and track progress and compliance.

### Change management

Evaluate risks, create action plans and reduce cycle time when making changes to engineering, processes, specifications and suppliers.

### Release management

Manage your own internal release cycle for Octave Reliance. Track user requirements, configuration changes and quality assurance testing.

### Audit management

Stress-free audit readiness with a comprehensive planning structure that streamlines scheduling, assigning, conducting and reporting on audits.

### Suppliers, materials & chemicals

Central repository of supplier information that can share data with all applications on the Octave Reliance platform.

### Insights

Central repository of supplier information that can share data with all applications on the Octave Reliance platform.

## New product introduction

Drive quality from beginning to end of the product lifecycle; analyze and track critical processes at every step.

### App set includes:

- Project Control (APQP)
- Product Specification Management
- Failure Modes & Effects Analysis(FMEA)
- Hazard Analysis & Critical Control Points (HACCP)
- Assets, Calibration & Maintenance

## Life sciences compliance

Automate your regulatory submission processes and complaints management system.

### App set includes:

- Complaints Handling
- 21 CFR Part 11 & Annex 11
- E-Signature
- eMDR Electronic Form Submission
- Validation Execution Package

## Supply chain quality

Tools to ensure suppliers deliver consistently high levels of quality.

### App set includes:

- Production Part Approval Process (PPAP)
- Receiving and Inspection
- Supplier Corrective Action (SCAR)
- Supplier Rating

## Health & safety

Supports a risk-based approach to minimizing hazards in the workplace and ensures effectiveness of controls.

### App set includes:

- Job Safety Analysis (JSA)
- Behavior Based Safety
- Accidents, Incidents and Safety Reporting
- Safety Data Sheet (SDS)

## Nonconformance handling

Quickly and consistently act on any nonconformity and foster continuous improvement.

### App set includes:

- Inspection Management
- Nonconformance Reporting
- Customer Feedback
- Planned Deviation
- Return Material Authorization

## Enterprise risk management

Incorporate ISO 9001 risk-based thinking into organizational planning and drive long-term mitigation and improvement.

### App set includes:

- Compliance Obligations
- Meetings Management
- ERM Risk Survey
- Emergency Preparedness
- Quality Records Disposition



## **Environmental management**

Make environmental management a strategic business opportunity. Identify environmental impact targets, log permit information and track sustainability initiatives.

## **Lab investigation**

Stand-alone cross-functional app to document the investigation process of out-of-spec or out-of-trend lab test results and identify root cause.

## **Quality events**

A versatile cross-functional app that can act as a collection point to track, trend or investigate any quality or safety issue and determine whether a formal CAPA is needed.

# Shop floor to top floor

## **Extend the value of Octave Reliance to frontline manufacturing operations through integrations with industry-leading Connected Worker platforms**

### **Mobile applications for connected workers and quality management teams**

Connected Worker Solutions offer robust mobile-first applications for tablets, smartphones and AR-enabled industrial smart glasses, delivering guided work instructions, training and inspection checklists to frontline workers anywhere on the shop floor.

Flexible system integrations enable inspectors and technicians to easily report quality and safety issues from mobile devices running Connected Worker apps to quality managers using Octave Reliance.

The Octave Reliance Mobile application makes quality processes accessible to quality managers in the field and on the go — online and offline.

- Secure access to the Octave Reliance platform on tablets and smartphones
- Create, edit, view and move documents through workflows
- Receive push notifications for assignments and alerts
- Collect and share data in real time during remote audits
- Quick and easy data capture for quality or safety issues
- Use device camera to scan barcodes and QR codes for rapid data entry and photo upload
- When offline, data syncs automatically when a connection is available

# Quality data, a vital enterprise asset

Deliver maximum value to all levels of the organization through trusted and reliable advanced analytics capabilities. Uncover quality trends, accelerate root cause analyses and use the enterprise reach of Octave Reliance QMS to improve quality across the value chain.

## Predictive Quality Analytics

The integrated Octave Reliance Predictive Quality Analytics capability is a shop floor-friendly data visualization tool that analyzes plant floor data using machine learning to detect and send real-time alerts when a manufacturing process is at risk of producing defects.

## Insights & Quality Data Lake (QDL)

Reliance Insights provides out-of-the-box and custom dashboard options that bring your quality data to life in easy-to-read formats. The Reliance QDL, powered by Snowflake data cloud technology, can enhance your corporate Business Intelligence strategy by making Octave Reliance data available to integrate with your existing third-party BI tools.

## Benefits of integrating QMS & connected worker



Break down silos for faster, more productive issue resolution



Reduce downtime and costs of poor quality through improved communication and collaboration



Harmonize processes, increase compliance and share best practices across sites



Human-centric, purpose-built tools that further empower frontline worker participation in continuous improvement

# Secure & scalable in the cloud

Octave Reliance has all the modern cloud-native infrastructure and services you expect:

- Built on AWS for a high-performing and high-availability (99.5%) user experience
- Complete system administration
- Dynamic scalability to handle your changing needs while maintaining system performance globally
- Industry standard integrations via REST APIs (OAuth)
- Separate DEV, QA and PROD environments

In addition, we protect customer data through a variety of methods, including:

- 24x7 security monitoring, incident response and performance monitoring and tuning
- Data encryption at rest and in transit
- Robust data backup and recovery protocol
- Hosted on AWS SOC Compliant environment with access to GovCloud and HIPAA accounts
- Third-party penetration testing and verification coupled with a risk-based vulnerability management program
- Support for SAML 2.0 SSO integration with customer IdP
- Platform Administration Center gives you efficient global control over system settings and access

## Support for any ISO-based standard

Octave and the Octave Reliance QMS solution are certified to the ISO 9001:2015 and ISO 27001 standards.

Octave Reliance also supports customer requirements for ISO 14001, ISO 45001, ISO 13485, ISO/TS 16949, AS 9000 and more.

## Verified for compliance



# Risk management

Octave Reliance supports ISO9000:2015 risk-based thinking guidance with an Enterprise Risk Management solution to give you proactive control in identifying and mitigating risks.

## **Make every process a risk-based process**

The risk tools in Reliance allow you to configure risk templates into any process. Create risk matrices that automatically calculate risk, incorporate decision trees and add risk filtering.

## **Record and report on risk**

Part of making better decisions is managing risk to your advantage. The Risk Register from Reliance is designed to collect all risks within your solution to provide a full picture of risk across your organization.

## **Tools to look around corners**

The Bowtie Risk Management tool from Reliance is designed to map threats and hazards and put in place controls to prevent or mitigate an undesired event — leverage those controls to reduce risks before they happen.

# Empowering quality champions for over 30 years

## **Your pathway to excellence starts with the Octave Reliance customer experience**

For decades, we have helped our customers achieve excellence through quality. We aim to be trusted advisor guiding you along your quality journey — from making the business case to project planning, onboarding and beyond. No matter where you are in your journey, we're ready to help.

Our Customer Experience teams allow you to enjoy the benefits of Octave Reliance as fast as possible through our proven implementation method, built-in best practices and certified consultants. After going live, we are here to support you 24/7 through a variety of channels and services.

# Dedicated customer success manager

Your success is our success. Every Reliance customer is partnered with a Customer Success Manager who is charged with helping them gain the most out of their investment in Octave Reliance.

Your Success Manager serves as a coach and navigator to ensure that our products and people deliver maximum value to your organization.

# Expert professional services

A solution is only as good as the quality of its implementation. Our expert consultants and PMP-certified project managers bring a deep knowledge of Octave Reliance and best practices to every deployment.

The team also provides continued expert support after your initial Octave Reliance implementation, including expansion services for new applications and integrations, validation services, on demand administration support, strategic planning and more.

# Academy

Learn when, where and how you want. Academy offers self-paced training to customers worldwide, including comprehensive certification programs, rich eLearning modules and microlearnings with video tips and tricks.

Academy gives employees 24/7 access to the latest training materials for a rapid and engaging onboarding experience and continuous education.

# Customer community

Our community is an unparalleled group of quality champions who are there for each other and for you.

ETQ Community is an online peer-to-peer gathering of the world's most accomplished quality management professionals from across dozens of industries sharing best practices and advice on using Octave Reliance.

# Sample ROI from a few of our quality champions

 **Kimberly-Clark**

**80%**

improvement in new product introduction cycle times

**AVANOS\***

**92%**

reduction in registration waiting period for certain products

 **GE Transportation**  
a Wabtec company

**\$10-12m**

in productivity gains over 9 years

A selection of our clients representing some of the world's strongest brands

## About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property, and assets— for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency, and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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