

# SOLUTION SELECTION MATRIX

**2025** | **Enterprise Quality Management Software  
Vendor Profile  
ETQ Reliance NXG and CG**

## Company Snapshot

**Company Name:** ETQ

**Product Name:** Reliance EQMS

**Website:** [www.etq.com](http://www.etq.com)



ETQ, headquartered in Burlington, Massachusetts, USA, is wholly owned by Hexagon AB. Hexagon purchased ETQ in February 2022. ETQ offers extensive applications across Quality and EHS spaces for Life Sciences, Transportation, Industrial Equipment, Electronics, Food and Beverage, Consumer Durable Goods, and Chemicals companies in six regions around the world, with offices in North America, Europe, and Asia-Pacific. ETQ was founded in 1992 and currently employs over 250 employees.

## Solution Overview

ETQ's Reliance NXG EQMS product and Reliance CG are fully featured software applications targeting a broad spectrum of industries. ETQ is a broad market player focused primarily on Quality and EHS personas. ETQ, as a public company, does not disclose customer information. Document Control is the typical entry point for most users of the ETQ Reliance platform. ETQ offers additional applications across Quality, EHS, Product Development, Supplier Management, and Enterprise Risk, with 42 total applications.

## Positioning in Enterprise Quality Management Software

ETQ is one of the more advanced software providers in the EQMS space. It has designed its systems to perform as one seamless system. Of all EQMS, ETQ is the most balanced and comfortable, serving customers across all industries. ETQ's Reliance application suite is what LNS Research calls a pure play software vendor. Pure play EQMS is not tightly aligned to a particular companion software, e.g., ERP, MES, or PLM.

### 3P Evaluation

LNS Research developed its 3P Evaluation Model as a holistic methodology to comparatively assess the ability of vendors to serve a particular technology category or domain. It's a framework for evaluating a vendor's solution capabilities and ability to execute in a specific technology market space, as defined by LNS Research across the dimensions of Product, Potential, and Presence.

### Product

LNS Research has defined key functional capabilities and platform technology features that are most relevant to Enterprise Quality Management System (EQMS) Applications. Vendors are evaluated against these criteria to determine a Product score. We use Harvey Balls to score the degree of functionality or feature coverage and then determine an overall Product score from 1 to 6. These individual scores are weighted and averaged to produce an overall Product score, as seen below in the scoring matrix.

#### Legend:



The following table scores the vendor's product against the functional criteria outlined in the EQMS Solution Selection Matrix (SSM) Guidebook.

## Enterprise Quality Management Software Functionality Review

Capability   Functionality	Score	Comments   Insights
<b>Functional Capabilities</b>		
<b>Core Compliant Quality Processes</b> <ul style="list-style-type: none"> <li>Digital work instructions</li> <li>Compliant document management</li> <li>Central knowledge repository</li> <li>Core required processes</li> </ul>		Core, compliant quality processes and traditional EQMS capabilities exist across several domains inside the Reliance product suite. Document control is the typical entry point to the Reliance platform. ETQ has over 40 different applications in its Reliance suite. Generally, ETQ focuses on the Quality and EHS personas with its applications.
<b>Flexible Capabilities</b> <ul style="list-style-type: none"> <li>Citizen Developer environment</li> <li>Process Validation Support</li> <li>Robotic Process Automation (RPA) within/ between processes and between platforms</li> <li>Seamless User Experience aspect of utilization of the features</li> </ul>		ETQ has the most out-of-the-box applications of the pure play EQMS offerings, but that doesn't mean that every OOB application is a good fit for every organization. Most industrial companies want to change some configurations and customs for their "unique" process situations. ETQ allows this as well.  ETQ's approach to validation is more traditional. The customer performs more of the load for validation testing and report compilation.  ETQ offers extensive automation trigger offerings and a more seamless user experience. They have this concept nailed, which is demonstrated particularly well in the partnership between their Quality Event application and Augmentir's CFW application.

<p><b>Robust Data &amp; Device Connectivity</b></p> <ul style="list-style-type: none"> <li>• IIoT device connectivity</li> <li>• Data Lake Connectivity</li> <li>• ISA-95 Stack Data flow through and connectivity</li> </ul>		<p>ETQ has a data platform behind it that collects data from other enterprise applications into a quality data lake and performs analytics and dashboarding.</p> <p>ETQ's strategy for interoperability relies on REST Web Services. ETQ is evaluating the capability of reaching the shop-floor device layer.</p>
<p><b>Data Portability</b></p> <ul style="list-style-type: none"> <li>• Data flow into, through, and out of the EQMS with companion applications in the IX architecture</li> </ul>		<p>Structured data flow associated with events can flow from one process to another within the ETQ ecosystem. ETQ does reach Hexagon measuring devices currently.</p> <p>ETQ has recently deployed a partnership with Augmentir, a leading Connected Frontline Workforce application, to achieve a seamless flow of data and information from frontline workers to the Reliance Quality Events app and back to direct action on a non-conforming condition.</p>
<p><b>Advanced Analytics</b></p> <ul style="list-style-type: none"> <li>• Analytics-based escalation triggers for process health</li> <li>• Embedded capabilities for large datasets</li> <li>• Flexibility to leverage Advanced Analytics from an outside source (if applicable)</li> <li>• Application of AI/ML</li> </ul>		<p>ETQ recently announced a partnership with Acerta Analytics as its Analytics Technology Partner. The partnership has been in place and available to end users since late 2024.</p>
<p><b>Reporting/BI Visualizations</b></p> <ul style="list-style-type: none"> <li>• Basic process health reporting for embedded processes</li> </ul>		<p>BI is a typical visualization for EQMS, frequency, and pie charting. ETQ's BI is drillable to enhance the seamless user experience by focusing on process flow through rather than application management.</p>

**Other Non-traditional Applications and Ancillary Functional Responsibility Monitoring**



ETQ has over 40 different applications in its Reliance platform. Outside of the core quality processes, ETQ has:

Asset, Calibration, and Maintenance Management Training design

Emergency Preparedness Planning

- HACCP
- Customer Feedback
- Emissions Inventory
- FMEA
- Industrial Hygiene
- Job Safety Analysis
- Behavior-Based Safety
- Aspects, Objectives, and Targets for ISO 14001
- Employee Training
- Design History File Management
- Risk Management
- Supplier Management
- Quality Events
- Lab Investigations
- Task Management
- Meeting Management
- Permit Control
- Safety Data Sheet Management
- Accident & Incident Reporting
- Return Material Authorization Handling
- Specification Management
- APQP
- PPAP
- Inspection Management



**Platform | Technology Features**

<p><b>Solution Agility/Flexibility</b></p> <ul style="list-style-type: none"> <li>• Workflow engine</li> <li>• Configurability</li> <li>• Extensibility</li> <li>• No/low-code</li> <li>• Validation Control &amp; Management</li> </ul>		<p>Reliance has extensive configurability. ETQ exposes the same workflow design engine they use for their end users, allowing users to create highly custom business logic rules that drive efficiencies through reduced admin work.</p> <p>Theoretically, any business logic could be developed. However, the issue becomes one of developer time to write and test each custom instance vs. an out-of-box capability that could be turned on or selected from a list.</p> <p>For their life science customers, they do comply with 21 CFR part 11. Still, their approach is more traditional, requiring a heavier lift for the customer to perform their own or contract validation work.</p>
<p><b>System and Data Integration</b></p> <ul style="list-style-type: none"> <li>• Open APIs/SDKs</li> <li>• Prebuilt connectors</li> <li>• IoT data integration</li> <li>• Data distribution</li> <li>• Data lake connectivity</li> </ul>		<p>ETQ, purchased by Hexagon in 2022, integrates with Hexagon contact measurement devices and competitors' devices directly.</p> <p>ETQ has a complete set of Open APIs to control access to ETQ Reliance objects. ETQ also supports RESTful interfaces and has several prebuilt connectors. In addition, connector templates and a framework that can be quickly and easily extended to any application with a RESTful interface are available for users.</p>
<p><b>Architecture/Deployment</b></p> <ul style="list-style-type: none"> <li>• Flexible deployment</li> <li>• Connected via Cloud and Edge</li> <li>• Broad device support</li> <li>• Device management</li> </ul>		<p>Reliance NXG and Reliance CG are essentially the same product. NXG leads on new features, but Reliance CG continues in support with no determined end date.</p> <p>ETQ has been disciplined about enabling flexibility through configurations and was able to migrate the existing product to the cloud and SAAS.</p> <p>Reliance sits on the AWS cloud and runs on Windows and Mac OS as a web application accessed via browsers like Edge, Chrome, and Safari. It has a native mobile platform that runs on Android and iOS. The responsive web UI will also run on an iPad.</p>

**Security and Privacy**

- Application security
- Operational security
- Product security
- Privacy controls



ETQ Reliance NXG sits on the AWS Cloud and so can assume security and privacy from the AWS architecture; however, in customer reference calls, customers expressed reluctance to move from the "private cloud model" to NXG, which is a multi-tenant cloud, due to the typical concern about data co-mingling and exposure to bad actors coming in through other cloud tenants' security vulnerabilities. This is not a new or unique concern to ETQ, but a generalized concern for multitenancy.

**Application security:** ETQ is an Agile/Scrum Development shop. Our PDLC is discovery-oriented, which means we spend time with our customers upfront to uncover problems and validate proposed solutions.

**Operational security:** Hosting, uptime, data center security, business continuity/backup, cybersecurity. Inherited from AWS

**Product security:** OAuth2 for authentication, Role-Based Access Control (RBAC), admin control levels, authorizations, and Mobile Device Management.

**Privacy controls:** GDPR, HIPAA

**Overall Product Score = 4**



## Potential

ETQ's product development roadmap has features extending the capabilities of their recently announced partnership with Acerta Analytics and their previous partnership with Augmentir for seamless integration of ETQ's Reliance EQMS processes with Augmentir's Connected Frontline Workforce capabilities. Folding in Acerta Predictive Quality capabilities delivers powerful, actionable insights to the frontline worker, empowering them to improve quality on the spot. The next extensions of this partnership include integrated document review and approvals, as well as subsequent training activities based on those changes.

ETQ, wholly owned by Hexagon, has access to Hexagon's fleet of contact measurement devices and Hexagon's extensive design and CAD development applications.

**Overall Potential Score = 4**

## Presence

Headquartered in Burlington, Massachusetts (USA), ETQ is a broad market player for EQMS and EHS software across many industry sectors and six geographic regions worldwide. The company's most significant industry representation is in Life Sciences, followed by Transportation, and a wide distribution of industry groups afterward.

ETQ has a team that scopes and implements ETQ Reliance for customers. ETQ has a complete Professional Services team that helps customers with initial implementations, updates, system management, etc.

Full details can be found here: [www.etq.com/your-experience/etq-qms-services/](http://www.etq.com/your-experience/etq-qms-services/).

ETQ sometimes also leverages partners to help with service delivery, including those shown on the ETQ website ([www.etq.com/etq-business-partners/](http://www.etq.com/etq-business-partners/)).

Several present or past LNS Research manufacturing clients are also ETQ users. On customer reference calls, two common themes rose to the surface in every conversation,

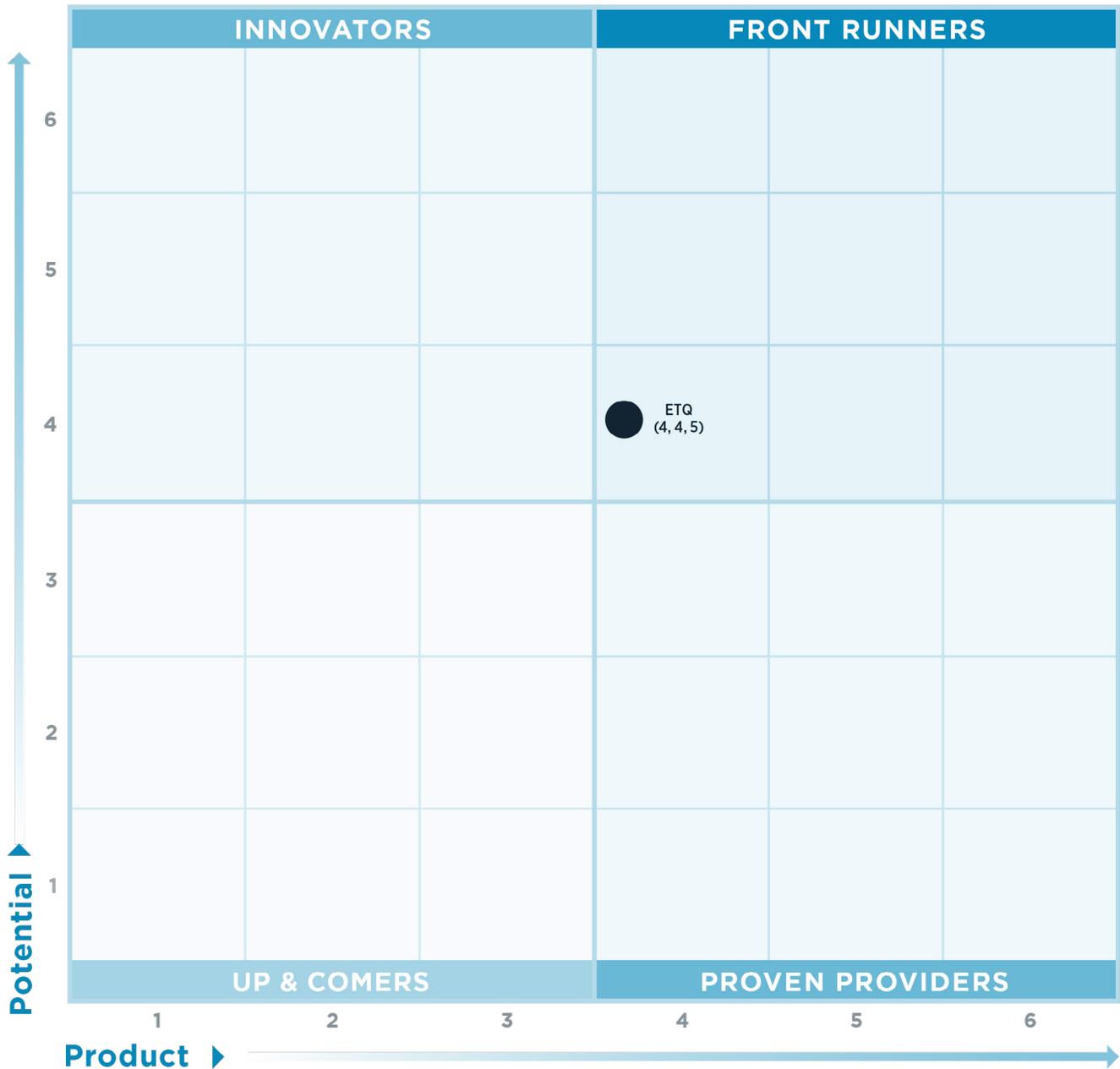
1. ETQ's implementation services and enhancement support capabilities are agile and focused on customer success. A few customer references touted ETQ's Professional Services team for rapidly delivering needed changes and enhancements through the implementation process.
2. ETQ's approach to implementation is more "teach me to fish" than "give me a fish," enabling users to become proficient in their own development and configuration work quickly.

**Overall Presence Score = 5**

# EQMS Application Solution Selection Matrix

Score: 4,4,5 (Product, Potential, Presence)

## EQMS Applications



3P COMPANY SCORE (Product, Potential, Presence)



## Summary & Recommendations

ETQ has the most comprehensive array of application offerings in the EQMS software market. These applications are generally targeted at the Quality persona and the EHS persona. ETQ has a broad range of capabilities, but let's be clear: compared to some other leading vendors in the space, ETQ is not extending into different functions, such as manufacturing or development and R&D functions with applications for Manufacturing Execution Systems (MES) or Product Lifecycle Management (PLM), to grow their presence; they have a different strategy.

ETQ clearly wants to be the "go-to" software that quality and EHS leaders must use to do their jobs more effectively. Key differentiators for ETQ are the extensive application library, easy, user-defined configuration, customization capabilities, and their vision for a seamless user experience, embodied by their partnership with Augmentir in the Connected Workforce space.

As a broad industry player, ETQ suffers from some of the same issues that other broad industry players tend to struggle with. For instance,

- Their approach to validation for Life Sciences customers is 21 CFR part 11 compliant, but decidedly low-tech and traditional. Several Life Science-specific EQMSs are working very hard to automate as much of the required testing and report generation as possible to lessen the burden of revalidating and reporting. This is a bit of a push-pull tension between the validation requirements and the Reliance platform's openness to customization. Several other EQMS vendors are struggling with this tension, and figuring out where the line is between flexible composability and requirements for validation is a challenge, not just for ETQ.
- Their approach to requirements flow-down, a significant aspect of the digital thread in automotive and Aerospace and Defense, is not as clean as some PLM-focused EQMS offerings.

## Summary & Recommendations (Cont.)

Shop-floor connectivity is an opportunity for growth for many EQMS vendors, including ETQ. ETQ was purchased by Hexagon AB in 2022, and they have very good connectivity to Hexagon contact measurement devices. In the Industrial Transformation Reference Architecture, EQMS typically sits at the enterprise layer, and in a typical ISA-95 architecture, accessing data down at the shop-floor device level is difficult and presents challenges for ETQ. ETQ, unlike several others in this space, has an Industrial Data Platform layer unlocking access to myriad data sources across the enterprise.

LNS Research recommends ETQ Reliance EQMS as a potential Enterprise Quality Management Software solution for companies that fit one of the following criteria:

- Manufacturing companies looking for a wide array of applications that support their Quality & EHS needs, paired with the flexibility to allow end users to design their own unique applications.
- Life Science companies not already in Veeva's "Vault" ecosystem that are still looking for the nimbleness and extensibility of cloud applications across their enterprise.
- Companies looking for System of Systems interoperability to simplify the day-to-day work of the various functions around the company. ETQ offers extensive capabilities across Quality, Safety, and Supplier Management, among others.
- Companies struggling with workforce challenges associated with generational changes in the workforce, looking to simplify the demands placed on inexperienced workers and enable them with a seamless user experience.

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