etq Quality Creates.™

THE NEXT GENERATION QMS

ETQ Reliance NXG™ What's New for Reliance Customers

Reliance NXG™, the next generation of the world's most comprehensive, flexible and proven quality management software, is a fully multi-tenant SaaS offering that delivers the limitless power of cloud-native technology to supercharge quality processes and reduce technology risk while extending the rapid user acceptance for which Reliance is known. Our latest release is driven by extensive customer research and analysis of broader industry trends and incorporates advancements in cloud-native technologies. Reliance NXG provides customers with a clear entry into a future-proof world of quality and safety management, advanced analytics, controlled ubiquitous access and enterprise digital transformation, with ongoing functional enhancements delivered throughout the year.

As a current Reliance customer, you will be able to migrate to the new release and protect your investments in Reliance. For customers currently using Reliance 2019 or 2020, your configurations will move into the latest version of Reliance, in most cases with minimal changes required. Customers on older version of Reliance should consider moving to Reliance 2020 which features a new and engaging user interface and many more user-focused features before migrating to Reliance NXG. Our Services team is available to work with you to plan your path and we expect the first group of customers will start migrating to the new release in late 2021. Customers with more complex configurations will be able to migrate following this initial wave. We have the tools, teams and processes in place to streamline your migration and minimize any disruptions to your quality management environment.

Usability

Lighting fast and actionable information discovery that anticipates user needs

Visibility

Infuse quality with advanced analytics and empower users to take informed action

Flexibility

Break down the barriers that limit collaboration and innovate at the speed of business change

Scalability

Tap into the limitless power of Cloud Technology – supercharge your quality processes and make them right for you

Why is Reliance NXG next generation?

The new and enhanced features and technological foundation of Reliance NXG are based on four value pillars: usability, flexibility, visibility and scalability, enabled by advanced cloud-native technologies and a transformational vision.

USABILITY: Discover actionable information quickly. The user experience anticipates user needs with a new search capability to find anything within Reliance, as well as enhanced navigation to streamline the user experience from any device.

- **New – More responsive user experience**: Delivers anywhere, anytime access from any device with a user interface that is more responsive, with advanced cloud technology to deliver consistent browser performance around the world, and an improved mobile app to work offline
- **New– Usability Enhancements:**
  - Improved contrast in form fields and ghost text for readability
  - Set colors to better highlight required fields
  - Darkened font colors used for menus, fields, text prompts, selections and links to improve readability
  - Improved screen contrast for forms and subforms
  - Improve usability of calendar through easier date selection
  - Expanded keyboard shortcuts
  - Allow users to open Reliance in multiple browser windows

- **Find anything*:** A new search interface consolidates document search and view filtering to give users a centralized, intuitive and faster way to find information, with more scalable indexing and an advanced query language
- **Actionable search results*:** Search results have been redesigned to be more actionable, with immediate access to attached files, pending assignments and related documents, and the ability to display the results in a view for sorting, filtering, updating, and exporting
- **Navigational Enhancements*:** Critical assignments, favorite documents, recent searches, and process metrics are combined into personalized home pages for each user across the system and each application, with shortcuts to open favorite views and to create common forms

FLEXIBILITY: Break down the barriers that limit collaboration and adapt at the speed of business change, building on Reliance's industry-leading adaptability and integration.

- **New – External user type:** Streamlines navigation with least-privilege access control model (the minimum level of security required for users to complete necessary tasks) for easier and more secure online collaboration with other organizations, such as suppliers
- **New – Improved event-driven and scheduled integrations:** Combines industry standard REST Web Services API and oAuth authentication with configurable profiles to deliver system-to-system workflows and data mapping in CSV, XML or JSON formats
- **New – Application and usage monitoring:** Delivers real-time visibility on system and process performance
- **New – Enhanced ETQScript:**
  - Conditionally show the required field asterisk (*), to indicate when a field is required
  - Leverage new External User type in formulas and other actions
  - **Editor usability improvements:**
    - Automatically expand formula fields to show more content
    - Show line numbers
    - Support and validate syntax
    - Auto-completion
- **Configuration management tools*:** Advanced visual editors and built-in version control ease the development of powerful automation rules for new and existing applications by business users without programming skills
- **Share information securely*:** Prevent editing, copying, printing and commenting documents converted to PDF, and apply configurable watermarks to PDF documents when opened or downloaded

* ETQ Reliance NXG Roadmap capabilities coming soon. Some as soon as Summer 2021.

VISIBILITY: Infuse quality with advanced analytics and machine learning that empowers users to take informed action from analytics reports accessible throughout Reliance:

- **Pre-configured BI dashboard templates for Insights*:** Provides a fast and flexible path to advanced quality metrics addressing critical process metrics with pre-configured templates provided in common formats for Excel and other popular BI tools that can be tailored by the user
- **Insights integration with Reliance views*:** Turns standard operational reports into high-performance analytics, easily accessible by any user with the power of standard views
- **Insights integration with Reliance access control*:** Empowers organizations to deliver analytics-ready data to more users, more securely, with less administration effort
- **AI and machine learning*:** Powered by Insights analytics, workflows can be configured to automatically classify events and identify related events, improving the speed and accuracy of decisions. Users are provided not just with better information, but also guidance that can be used to streamline investigations and root cause analyses. .

SCALABILITY: Tap into the limitless power of Cloud technology to supercharge enterprise-wide quality processes. Customers in regulated markets can leverage ETQ's expedited validation and risk-based verification to reduce testing effort required.

- **New - Dynamically distributed computing:** Dynamically manages resource-intensive tasks to support any number of users, any volume of data and any configuration, even in the most complex cases
- **New - High-availability architecture:** Avoids single point of failures to ensure users can access Reliance when needed
- **New - Improved continuous release process:** Delivers predictable access to the latest Cloud technology and new versions of Reliance three times a year
- **Improved validation documentation and risk-based verification*:** ETQ's Expedited Validation solution reduces the effort and cost to deploy new versions of Reliance

Key AWS Web Services that truly make Reliance NXG the most advanced cloud-native QMS on the market today:

- **Amazon Amazon Relational Database Service (RDS)** provides a cost-effective simplified approach to setting up, operating, and scaling a distributed relational database in the cloud

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- **Amazon Elastic File System (EFS)** lets users and applications share data without needing to explicitly provision or manage the storage. The file system automatically scales as documents and other files are added and deleted, ensuring customers always have space available for their storage needs.
- **AWS Systems Manager Parameter Store (Parameter Store)** provides secure, hierarchical storage for configuration data management and secrets management. Data such as passwords, database strings, Amazon Machine Image (AMI) IDs, and license codes are securely stored as parameter values.
- **Amazon Elastic Load Balancing (ELB)** distributes application traffic providing high availability, automatic scaling, and robust security necessary to make Reliance NXG fault tolerant.
- **Amazon Simple Storage Service (Amazon S3)** is an object storage service that offers industry-leading scalability, data availability, security, and performance. Reliance NXG uses it to store and protect effectively unlimited amounts of data for a broad range of customer data use cases, including data lakes, websites, mobile applications, backup and restore, archive, and big data analytics.
- **Amazon Cognito** provides user sign-up, sign-in, and access control to Reliance NXG. Amazon Cognito scales to any number of users and supports sign-in leveraging access management standards such as OAuth and SAML.
- **Amazon CloudFront** is a web service that speeds up distribution of static and dynamic web content, such as .html, .css, .js, and image files, to end users. The service ensures that Reliance NXG content is delivered with the best possible performance.
- **AWS Global Accelerator** is a networking service that sends Reliance NXG traffic through Amazon Web Service's global network infrastructure, improving internet user performance by up to 60%. When the internet is congested, Global Accelerator's automatic routing optimizations help maintain performance, especially for locations located around the world.
- **AWS Elastic Container Services (ECS)** – A fully managed container orchestration service
- **DataDog** – ETQ uses DataDog application performance monitoring (APM) to visually monitor Reliance and the underlying infrastructure. ETQ uses this information to troubleshoot and optimize the performance of Reliance. Further, APM is used to respond more quickly to issues and anomalies before they become problems for our customers
- **Docker** – ETQ leverages Docker to build and deliver scalable capabilities to customers more rapidly and more securely provides. Docker is a software platform to build, test, deploy and scale container-based applications.

Coming Soon:

- **Amazon ElastiCache** is a fully managed in-memory data store and cache service by Amazon Web Services. The service improves the performance of ETQ Reliance by retrieving information from managed in-memory caches, instead of relying entirely on slower disk-based databases.
- **Reliance NXG Find Anything** is powered by Amazon Elasticsearch Service, a highly scalable, secure, based on open-source Elasticsearch. It is an industry standard for fast searching large amount of structured and unstructured data.

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