

Product General FAQs

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NovaTech Platform Overview

Q: What products does NovaTech offer?

A: NovaTech offers four integrated products:

Product	Purpose	Key Features
CloudForge	Cloud infrastructure management	Multi-cloud provisioning, auto-scaling, cost optimization
DevPipeline	CI/CD and DevOps automation	Build pipelines, testing, deployment automation
SecureVault	Secrets and credentials management	Secrets storage, rotation, dynamic credentials
DataLens	Analytics and observability	Dashboards, alerting, log analysis

Q: How do the products work together?

A: NovaTech products are designed to work seamlessly:

- **CloudForge + DevPipeline:** Deploy infrastructure as part of CI/CD pipelines
- **DevPipeline + SecureVault:** Inject secrets securely into builds and deployments
- **SecureVault + CloudForge:** Manage infrastructure credentials centrally
- **DataLens + All:** Monitor and visualize data from all NovaTech products

Single sign-on and unified API access across all products.

Q: What clouds/platforms are supported?

A:

Product	Supported Platforms
CloudForge	AWS, Google Cloud, Azure (coming soon)
DevPipeline	Any cloud, on-premise, hybrid
SecureVault	Cloud-agnostic, runs anywhere
DataLens	Any data source, 50+ integrations

Pricing & Plans

Q: What pricing plans are available?

A:

Plan	Best For	Price
Starter	Small teams (<10 users)	Free
Professional	Growing teams	\$25/user/month
Enterprise	Large organizations	Custom pricing

All plans include all four products. Pricing varies by usage and features.

Q: Is there a free trial?

A: Yes! - **Starter plan:** Free forever for small teams - **Professional trial:** 14-day free trial, no credit card required - **Enterprise:** Custom POC available
Sign up at novatech.com/signup

Q: What's included in each plan?

A:

Feature	Starter	Professional	Enterprise
Users	Up to 10	Unlimited	Unlimited
Environments	3	25	Unlimited
Build minutes	1,000/mo	10,000/mo	Custom
Secrets	100	5,000	Unlimited
Retention	30 days	1 year	Custom
Support	Community	Business hours	24/7 + TAM
SSO	-		
Audit logs	-		
SLA	-	99.9%	99.99%

Q: Are there discounts for annual billing?

A: Yes, annual billing provides: - **20% discount** on Professional plan - Additional discounts for Enterprise (contact sales)

Q: Is there nonprofit or educational pricing?

A: Yes! We offer: - **50% discount** for registered nonprofits - **Free Professional** for educational institutions - **Startup program** for early-stage companies

Contact sales@novatech.com for details.

Getting Started

Q: How do I sign up?

A: 1. Go to **novatech.com/signup** 2. Enter your email 3. Choose your plan 4. Complete setup wizard

You can start using NovaTech within 5 minutes.

Q: Is there onboarding support?

A:

Plan	Onboarding
Starter	Self-service, documentation
Professional	Email onboarding support
Enterprise	Dedicated onboarding specialist

All plans have access to documentation, tutorials, and community support.

Q: What are the system requirements?

A: NovaTech is cloud-based, so requirements are minimal:

Browser: - Chrome (recommended) - Firefox - Safari - Edge

CLI: - macOS, Windows, Linux - Node.js 16+ (for some integrations)

Agents (for self-hosted runners): - Linux, macOS, Windows - 2GB RAM minimum - Network access to NovaTech API

Security & Compliance

Q: Is NovaTech secure?

A: Yes, security is our priority:

- **SOC 2 Type II** certified
- **ISO 27001** certified
- End-to-end encryption
- Regular penetration testing
- Bug bounty program

See our security page: novatech.com/security

Q: What compliance certifications do you have?

A:

Certification	Status
SOC 2 Type II	Certified
ISO 27001	Certified
GDPR	Compliant
HIPAA	Available (Enterprise)
PCI-DSS	Available (Enterprise)
FedRAMP	In progress

Q: Where is my data stored?

A: Data residency options:

Region	Available
US (us-west-2, us-east-1)	All plans
EU (eu-west-1)	Professional+
APAC (ap-southeast-1)	Enterprise

Enterprise customers can specify data residency requirements.

Q: Do you have a BAA for HIPAA?

A: Yes, Business Associate Agreements are available for Enterprise customers handling PHI. Contact sales@novatech.com.

Integration & APIs

Q: What integrations are available?

A: 100+ integrations including:

Version Control: GitHub, GitLab, Bitbucket **Cloud:** AWS, GCP, Azure, DigitalOcean **Databases:** PostgreSQL, MySQL, MongoDB, Redis **Monitoring:** Datadog, New Relic, PagerDuty **Communication:** Slack, Teams, Email **Identity:** Okta, Auth0, Azure AD

Full list: novatech.com/integrations

Q: Is there an API?

A: Yes, comprehensive REST API: - Full API documentation - OpenAPI/Swagger spec available - SDKs for Python, Node.js, Go - Webhooks for real-time events

API docs: api.novatech.com/docs

Q: Can I use NovaTech with my existing tools?

A: Yes, NovaTech integrates with your existing stack: - Import from other tools (Terraform, Jenkins, etc.) - Export data in standard formats - Webhook integrations - Custom integrations via API

Support

Q: How do I get help?

A:

Channel	Availability	Best For
Documentation	24/7	Self-service
Community Forum	24/7	Peer support
Email Support	Business hours	All customers
Live Chat	Business hours	Professional+
Phone Support	24/7	Enterprise

Support portal: support.novatech.com

Q: What is the response time for support?

A:

Severity	Starter	Professional	Enterprise
Critical	24 hours	4 hours	1 hour
High	48 hours	8 hours	4 hours
Medium	72 hours	24 hours	8 hours
Low	Best effort	48 hours	24 hours

Q: Is training available?

A: Yes!

Self-service: - Documentation and guides - Video tutorials - NovaTech Academy (online courses)

Instructor-led (Enterprise): - Virtual workshops - On-site training - Custom curriculum

Migration

Q: Can I migrate from another tool?

A: Yes, we support migrations from:

- Terraform → CloudForge
- Jenkins → DevPipeline
- CircleCI/GitLab CI → DevPipeline
- HashiCorp Vault → SecureVault
- Grafana → DataLens

Migration guides available in documentation.

Q: How long does migration take?

A: Varies by complexity:

Migration Size	Typical Duration
Small (<10 pipelines)	1-2 days
Medium (10-50 pipelines)	1-2 weeks
Large (50+ pipelines)	2-4 weeks

Enterprise customers get dedicated migration support.

Q: Is there data portability?

A: Yes, you can export your data: - Configuration as code (YAML) - Secrets (encrypted export) - Metrics and logs - API access to all data

No vendor lock-in - your data is yours.

Account Management

Q: How do I add users to my account?

A: 1. Go to **Settings** → **Team** 2. Click **Invite Members** 3. Enter email addresses 4. Assign roles 5. Send invitations

Q: What user roles are available?

A:

Role	Permissions
Viewer	Read-only access
Developer	Create and modify resources
Admin	Full access, user management
Owner	Billing, account deletion

Custom roles available on Enterprise.

Q: Can I use SSO?

A: Yes, SSO is available on Professional and Enterprise plans: - SAML 2.0 - OpenID Connect - Okta, Azure AD, Google, OneLogin

Contact

- **Sales:** sales@novatech.com
 - **Support:** support@novatech.com
 - **Security:** security@novatech.com
 - **Website:** novatech.com
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