Product FAQs

Document Number: FAQ-PRD-001 **Last Updated:** August 2024 **Owner:** Product Marketing

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General Product Questions

Q: What products does NovaTech offer?

A: NovaTech offers four main products:

Product	Description
CloudForge	Cloud infrastructure management platform for provisioning and managing resources across AWS, GCP, and Azure
DevPipeline	CI/CD platform for automating software build, test, and deployment
SecureVault	Secrets management solution for storing and accessing sensitive credentials
DataLens	Analytics and visualization platform for business intelligence

Q: Can I use products individually or do I need the whole suite?

A: Products can be purchased individually or as a bundle. Each product works standalone, but they integrate seamlessly for additional benefits.

Q: What cloud providers are supported?

A: - **CloudForge:** AWS, GCP, Azure (multi-cloud support) - **DevPipeline:** Runs on our cloud, deploys to any cloud - **SecureVault:** Cloud-agnostic, works with any infrastructure - **DataLens:** Connects to any data source

Q: Is there a free tier?

A: Yes! Each product has a free tier: - **CloudForge Starter:** 50 resources, 1 cloud provider - **DevPipeline Free:** 400 build minutes/month - **SecureVault Free:** 100 secrets, 2 users - **DataLens Free:** 3 dashboards, 1 data source

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CloudForge

Q: What resources can CloudForge manage?

A: CloudForge can manage virtually any cloud resource including: - Compute (VMs, containers, Kubernetes) - Storage (block, object, file) - Databases (RDS, NoSQL, caches) - Networking (VPCs, load balancers, DNS) - Security (IAM, firewalls, certificates)

Q: How does CloudForge compare to Terraform?

A: CloudForge uses Terraform under the hood but adds: - Web UI for visual management - Collaboration features (comments, approvals) - Drift detection and remediation - Cost management and optimization - Policy enforcement - No state file management needed

You can also import existing Terraform configurations.

Q: Can I import existing infrastructure?

A: Yes! Use the import wizard to: 1. Connect your cloud accounts 2. Scan existing resources 3. Select resources to manage 4. Generate CloudForge configurations

Q: What's the pricing model?

A: CloudForge pricing is based on managed resources: - **Starter (Free):** 50 resources - **Professional ($499/mo):** 500 resources - **Enterprise (Custom):** Unlimited resources

See pricing page for details.

DevPipeline

Q: What programming languages are supported?

A: DevPipeline supports all major languages: - JavaScript/TypeScript (Node.js) - Python - Go - Java/Kotlin - Ruby - PHP - Rust - C/C++ - .NET/C# - And more via custom containers

Q: Can I use my own build containers?

A: Yes! You can: - Use our pre-built images with common tools - Specify any Docker Hub image - Use images from your private registry - Build your own runner images

Q: How does caching work?

A: DevPipeline automatically caches: - Dependencies (npm, pip, Maven, etc.) - Build artifacts - Docker layers

Configure custom caches in your pipeline YAML. Caching typically reduces build times by 40-60%.

Q: What's included in build minutes?

A: Build minutes are wall-clock time your jobs run: - Each job's duration is counted - Parallel jobs count separately - Queue time is not counted - Different runner sizes use minutes at different rates

Q: Can I run pipelines on my own infrastructure?

A: Yes! Self-hosted runners let you: - Run builds on your network - Access internal resources - Meet compliance requirements - Reduce costs at scale

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SecureVault

Q: How are secrets encrypted?

A: SecureVault uses multiple layers of encryption: - **At rest:** AES-256-GCM encryption - **In transit:** TLS 1.3 - **Key management:** Unique keys per secret, rotating KEKs

Enterprise customers can bring their own keys (BYOK).

Q: Can applications access secrets programmatically?

A: Yes! Multiple access methods: - REST API - CLI - SDKs (Python, Node, Go, Java, Ruby) - Kubernetes Secrets Operator - Terraform provider - Environment variable injection

Q: What authentication methods are supported?

A: SecureVault supports: - API tokens - AppRole (for machines) - OIDC (via Okta, Auth0, etc.) - Kubernetes service accounts - GitHub Actions OIDC

Q: How do dynamic secrets work?

A: Dynamic secrets are generated on-demand: 1. Application requests database credentials 2. SecureVault creates temporary credentials 3. Credentials have limited lifetime (configurable) 4. Credentials automatically revoked when expired

Supported for: PostgreSQL, MySQL, MongoDB, AWS IAM, and more.

Q: What happens if SecureVault is unavailable?

A: Applications can: - Cache secrets locally (encrypted) - Use fallback mechanisms - Retry with backoff

SecureVault has 99.99% SLA and multi-region redundancy.

DataLens

Q: What data sources can DataLens connect to?

A: 50+ supported connectors including: - **Databases:** PostgreSQL, MySQL, MongoDB, Snowflake, BigQuery - **APIs:** REST APIs, GraphQL - **Files:** CSV, JSON, Excel - **Services:** Salesforce, HubSpot, Google Analytics - **Streaming:** Kafka, Kinesis

Q: Can I embed dashboards in my application?

A: Yes! DataLens offers embedded analytics: - Embed dashboards via iframe - White-label option available - SSO integration for seamless user experience - Available on Professional and Enterprise plans

Q: How does real-time data work?

A: DataLens supports streaming dashboards: - WebSocket connection for live updates - Sub-second latency - Configurable refresh rates - Works with streaming data sources

Q: Can I set up alerts?

A: Yes! Configure alerts based on: - Threshold values (e.g., error rate > 5%) - Anomaly detection - Missing data - Custom conditions

Notifications via email, Slack, PagerDuty, or webhook.

Q: How is data secured?

A: DataLens security includes: - Encrypted connections to data sources - Role-based access control - Row-level security - Audit logging - No data stored (queries execute in real-time)

Integrations

Q: How do products integrate with each other?

A: - **CloudForge + SecureVault:** Store cloud credentials in SecureVault - **DevPipeline + SecureVault:** Inject secrets into build environments - **DevPipeline + CloudForge:** Deploy infrastructure changes from pipelines - **DataLens + All:** Visualize data from any product

Q: What third-party integrations are available?

A: Common integrations include: - **Source control:** GitHub, GitLab, Bitbucket - **Communication:** Slack, Microsoft Teams - **Ticketing:** Jira, Linear, Asana - **Monitoring:** Datadog, New Relic, PagerDuty - **SSO:** Okta, Azure AD, Google Workspace

Q: Is there an API for everything?

A: Yes! Every NovaTech product has a comprehensive REST API: - Full documentation at docs.novatech.com - OpenAPI/Swagger specs available - SDKs for major languages - Webhooks for event-driven integrations

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Security and Compliance

Q: What security certifications does NovaTech have?

A: - SOC 2 Type II - ISO 27001 - GDPR compliant - HIPAA (with BAA, Enterprise only) - FedRAMP (in progress)

Q: Where is data stored?

A: Data residency options: - **US:** Oregon (default) - **EU:** Frankfurt - **APAC:** Singapore

Enterprise customers can specify data residency requirements.

Q: Can I get a security assessment?

A: Yes! We provide: - SOC 2 report (under NDA) - Security questionnaire responses - Penetration test summaries - Architecture reviews for Enterprise

Contact security@novatech.com for requests.

Support

Q: What support is included?

A: | Plan | Support Level | |——|————| | Free | Community, documentation | | Professional | Email, chat (business hours) | | Enterprise | 24/7, phone, dedicated CSM |

Q: How do I report a bug?

A: 1. Check status.novatech.com for known issues 2. Search documentation and community 3. Submit via help.novatech.com or email support 4. Include reproduction steps and screenshots

Q: Where can I find documentation?

A: - Documentation: docs.novatech.com - API Reference: api.novatech.com - Community: community.novatech.com - Tutorials: learn.novatech.com

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For more questions, visit help.novatech.com or contact support@novatech.com