

# **NovaTech Solutions — Company Overview**

## **About NovaTech Solutions**

NovaTech Solutions is a technology company founded in 2018 and headquartered in Austin, Texas. We specialize in cloud-based productivity software, smart home devices, and enterprise IT solutions. Our mission is to make technology accessible, reliable, and delightful for individuals and businesses of all sizes.

We serve over 500,000 customers across North America, Europe, and Asia-Pacific. Our product lineup includes the NovaTech Cloud Suite (productivity and collaboration tools), the NovaHome smart home ecosystem, and NovaTech Enterprise solutions for businesses.

NovaTech is publicly traded on NASDAQ under the ticker symbol NVTK. We employ approximately 2,400 people worldwide with offices in Austin, London, Berlin, and Singapore.

## **Our Values**

**Customer First:** Every decision we make starts with the question "How does this help our customers?" We are committed to providing world-class support within 24 hours for all inquiries.

**Innovation with Purpose:** We build technology that solves real problems. We avoid feature bloat and focus on making our products intuitive and reliable.

**Transparency:** We communicate openly about our products, pricing, data practices, and any incidents that affect our customers. Our status page at [status.novatech.com](https://status.novatech.com) is updated in real-time.

**Sustainability:** We are carbon-neutral since 2023. All NovaTech hardware is made from at least 60% recycled materials and is designed for a minimum 5-year lifespan.

## **Contact Information**

**General Support:** [support@novatech.com](mailto:support@novatech.com) or call 1-800-NOVA-TECH (1-800-668-2832), available Monday through Friday 8 AM to 8 PM Central Time, and Saturday 9 AM to 5 PM Central Time.

**Enterprise Support:** [enterprise@novatech.com](mailto:enterprise@novatech.com) or call 1-800-NOVA-BIZ (1-800-668-2249). Enterprise customers with a Premium Support plan have access to 24/7 phone support and a dedicated account manager.

**Live Chat:** Available on our website novatech.com during business hours. Average wait time is under 2 minutes.

**Social Media:** Twitter/X @NovaTechSupport, Facebook /NovaTechSolutions. Social media inquiries are monitored during business hours and we aim to respond within 1 hour.

**Mailing Address:** NovaTech Solutions Inc., 4200 Innovation Drive, Suite 300, Austin, TX 78759, United States.