

# NovaTech Solutions — Product Guide

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NovaTech Solutions is a B2B SaaS company headquartered in Munich, Germany, with offices in Lisbon and Austin. Founded in 2017, NovaTech serves over 800 customers across 24 countries. This product guide provides a comprehensive overview of our two core platforms — **NovaTech ProjectHub** and **NovaTech Insight** — including features, pricing, technical specifications, and integration capabilities.

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## 1. Company Overview

NovaTech Solutions was founded by Dr. Lena Vogt and Marco Bassi with a singular mission: to bridge the gap between project execution and business intelligence. Too many organizations run projects in one tool and analyze outcomes in another, losing context and time in the process. NovaTech's

integrated platform approach ensures that the data generated during project execution flows seamlessly into analytics — without manual exports, transformations, or reconciliation.

## Key Company Facts

Metric	Value
Founded	2017
Headquarters	Munich, Germany
Employees	~400
Customers	847 (as of Q1 2026)
Countries served	24
Annual recurring revenue (ARR)	€18.2M (Q1 2026)
Data centers	Frankfurt, Dublin, US-East (Virginia), Singapore
SOC 2 Type II certified	Since 2020
ISO 27001 certified	Since 2021

NovaTech processes over 12 billion API requests per month across its platform and stores more than 48 petabytes of customer project and analytics data. The platform is built on a microservices architecture deployed on Kubernetes, with PostgreSQL and ClickHouse as the primary data stores.

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## 2. NovaTech ProjectHub

### 2.1 Overview

NovaTech ProjectHub is a comprehensive project management platform designed for mid-size to large organizations managing complex, cross-functional initiatives. It supports Agile, Waterfall, and hybrid methodologies out of the box, with configurable workflows that adapt to any team's processes.

ProjectHub is used by over 1,800 organizations, with the average enterprise customer managing 340 active projects and 2,100 users on the platform simultaneously.

## 2.2 Core Features

### Work Item Management

ProjectHub organizes work into a flexible hierarchy: **Programs > Projects > Epics > Tasks > Subtasks**. Each level supports custom fields, statuses, priorities, and assignees. Work items can be linked with dependency relationships (blocks, is-blocked-by, relates-to, duplicates) and can span multiple projects within a program.

- Up to **50 custom fields** per work item type (Starter tier)
- Up to **200 custom fields** per work item type (Professional and Enterprise tiers)
- Supported field types: text, number, date, dropdown, multi-select, user picker, URL, currency, formula
- Bulk editing of up to 500 work items at once
- Work item templates with pre-filled fields and checklists

### Board Views

ProjectHub provides four primary board views:

1. **Kanban Board** — Drag-and-drop cards across customizable columns. Supports WIP limits (configurable per column, default maximum of 15 items), swimlanes by assignee or priority, and card color-coding by label.
2. **Gantt Chart** — Interactive timeline view with drag-to-reschedule, dependency arrows, critical path highlighting, and baseline comparison. Supports date ranges up to 5 years. Export to PDF and PNG available on Professional and Enterprise tiers.
3. **Sprint Board** — Scrum-style board with sprint planning, velocity tracking, burndown and burnup charts. Sprint duration is configurable from 1 to 6 weeks. Supports story point and time-based estimation.
4. **Calendar View** — Monthly and weekly views showing tasks by due date, with drag-to-reschedule capability. Syncs bidirectionally with Google Calendar and Microsoft Outlook on Professional and Enterprise tiers.

### Resource Management

The resource management module helps organizations balance workloads and plan capacity:

- **Capacity planning:** Define available hours per team member per week (supports part-time schedules, holidays, and leave)

- **Workload heatmap:** Visual grid showing over-allocation and under-allocation across team members and time periods
- **Skill matrix:** Tag team members with skills and certifications for smart assignment suggestions
- **Utilization reports:** Track billable vs. non-billable hours with configurable rate cards
- Resource data is refreshed every **15 minutes** for Starter, every **5 minutes** for Professional, and in **real-time** (sub-30-second) for Enterprise

## Time Tracking

Built-in time tracking allows team members to log hours directly against tasks:

- Manual entry and running timer modes
- Weekly timesheet view with approval workflows
- Overtime calculation based on configurable work schedules (per user or per team)
- Integration with payroll systems via REST API
- Time entries support billable/non-billable classification and cost center tagging
- Maximum of **10,000 time entries per user per month**

## Automation Engine

ProjectHub includes a rule-based automation engine that reduces manual work:

- **Trigger types:** Status change, field update, due date approaching, comment added, attachment uploaded, assignee changed
- **Action types:** Update field, move to column, send notification, create subtask, assign user, add label, trigger webhook
- Starter tier: up to **25 automation rules** per project
- Professional tier: up to **150 automation rules** per project
- Enterprise tier: **unlimited** automation rules
- Automation execution logs retained for 30 days (Professional) or 90 days (Enterprise)

## Document Management

Each project includes a document space:

- File storage limits: **5 GB per project** (Starter), **50 GB per project** (Professional), **500 GB per project** (Enterprise)

- Supported formats: PDF, DOCX, XLSX, PPTX, PNG, JPG, SVG, MP4, and 40+ additional formats
- Version history: last 10 versions (Starter), last 50 versions (Professional), unlimited (Enterprise)
- In-browser preview and annotation for PDF and image files
- Full-text search across document contents (Professional and Enterprise only)

## **2.3 ProjectHub Reporting**

ProjectHub includes a native reporting module with 18 pre-built report templates:

- Project status summary
- Task completion rate
- Sprint velocity trend
- Resource utilization
- Time tracking summary
- Risk register
- Dependency health
- Overdue tasks

Custom reports can be created using a drag-and-drop report builder. Reports support filtering by any standard or custom field, grouping, and conditional formatting. Scheduled report delivery via email is available on Professional and Enterprise tiers (daily, weekly, or monthly).

Reports can be exported in PDF, XLSX, and CSV formats. On Enterprise tier, reports can also be exported via the API in JSON format for downstream processing.

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## **3. NovaTech Insight**

### **3.1 Overview**

NovaTech Insight is a business intelligence and analytics platform purpose-built for operational data. Unlike general-purpose BI tools, Insight is optimized for time-series operational data, project metrics, and process analytics. It connects natively to NovaTech ProjectHub but also supports 45+ external data sources.

Insight is used by over 1,100 organizations, processing an average of 2.3 billion data points per day across all customers.

## 3.2 Core Features

### Data Connectors

Insight supports the following connector categories:

- **Native**: NovaTech ProjectHub (zero-configuration, real-time sync)
- **Databases**: PostgreSQL, MySQL, Microsoft SQL Server, Oracle, MongoDB, ClickHouse, Snowflake, BigQuery, Amazon Redshift
- **File-based**: CSV, Excel (XLSX), JSON, Parquet, Apache Avro
- **SaaS platforms**: Salesforce, HubSpot, Jira, ServiceNow, Zendesk, SAP (S/4HANA and ECC)
- **APIs**: Generic REST API connector, GraphQL connector, OData connector
- **Streaming**: Apache Kafka, Amazon Kinesis (Enterprise tier only)

Data refresh intervals:

Connector Type	Starter	Professional	Enterprise
Native (ProjectHub)	Every 60 min	Every 15 min	Real-time (<30s)
Database connectors	Every 6 hours	Every 1 hour	Every 15 min
SaaS connectors	Every 12 hours	Every 2 hours	Every 30 min
File-based	Manual upload	Scheduled (hourly)	Scheduled (every 15 min)
Streaming	Not available	Not available	Real-time

### Data Modeling

Insight includes a visual data modeling layer:

- Drag-and-drop relationship builder between data sources
- Calculated columns using a formula language (NovaTech Expression Language, or NEL) with 120+ built-in functions
- Row-level security (RLS) policies to restrict data visibility by user role, team, or organizational unit
- Data model versioning with rollback capability (Professional and Enterprise)
- Maximum dataset size: **10 million rows** (Starter), **500 million rows** (Professional), **10 billion rows** (Enterprise)

## Dashboard Builder

The dashboard builder is a drag-and-drop canvas supporting:

- **30+ visualization types:** bar, line, area, scatter, pie, donut, treemap, heatmap, funnel, waterfall, gauge, KPI card, table, pivot table, map (choropleth and point), Sankey diagram, box plot, histogram, bullet chart, and more
- **Interactive filters:** dropdown, date range, slider, search, cross-filter (click on one chart to filter others)
- **Dashboard parameters:** user-selectable variables that dynamically change queries and titles
- **Responsive layouts:** dashboards automatically adapt to screen size (desktop, tablet, mobile)
- Maximum dashboards: **10** (Starter), **100** (Professional), **unlimited** (Enterprise)
- Maximum visualizations per dashboard: **20** (Starter), **50** (Professional), **100** (Enterprise)

## Embedded Analytics

Insight supports embedding dashboards and individual visualizations into third-party applications:

- Embed via iframe with signed URLs (Professional and Enterprise)
- JavaScript SDK for programmatic embedding with event callbacks
- White-label mode: remove NovaTech branding (Enterprise only)
- Single sign-on (SSO) pass-through for seamless authentication
- Embed tokens expire after **24 hours** by default (configurable from 1 hour to 7 days on Enterprise)

## Alerting and Anomaly Detection

Insight includes proactive monitoring capabilities:

- **Threshold alerts:** Trigger notifications when a metric crosses a defined boundary (e.g., "Alert when sprint velocity drops below 20 story points")
- **Anomaly detection:** ML-based detection of unusual patterns in time-series data. Uses an ensemble of statistical methods (Z-score, IQR, Isolation Forest). Sensitivity is configurable from 1 (very sensitive) to 10 (only extreme anomalies).
- **Alert channels:** Email, Slack, Microsoft Teams, PagerDuty, custom webhook

- **Alert frequency:** minimum interval of **1 hour** (Starter), **15 minutes** (Professional), **5 minutes** (Enterprise)
- Alert history retention: 30 days (Starter), 90 days (Professional), 365 days (Enterprise)

### Natural Language Query (NLQ)

Available on Professional and Enterprise tiers, NLQ allows users to ask questions about their data in plain English (or German, French, Spanish, and Japanese):

- Example: "What was the average project completion time in Q3 2025 for the EMEA region?"
- NLQ translates natural language into NEL expressions and generates a visualization
- Accuracy rate of approximately **87%** on standard analytical queries (based on internal benchmarking)
- Users can refine generated queries and save them as dashboard widgets

### 3.3 Insight Reporting

Insight offers scheduled report generation and distribution:

- **Pixel-perfect reports:** Design paginated reports with headers, footers, page numbers, and cover pages for formal distribution
  - **Burst reports:** Automatically generate per-recipient versions of a report (e.g., one report per region manager, filtered to their region)
  - Report output formats: PDF, XLSX, PPTX, HTML
  - Scheduled delivery: email, SFTP, SharePoint, Amazon S3
  - Maximum scheduled reports: **5** (Starter), **50** (Professional), **unlimited** (Enterprise)
- 

## 4. Shared Analytics Dashboard

Both NovaTech ProjectHub and NovaTech Insight include a **Shared Analytics Dashboard** module. This is a core component present in both products, but with different capabilities depending on which product you are using.

## 4.1 In NovaTech ProjectHub

The Shared Analytics Dashboard in ProjectHub provides project-focused analytics:

- **8 pre-built widgets:** Task burndown, sprint velocity, resource utilization, overdue tasks, project health score, milestone tracker, risk heatmap, team workload
- Customization: Users can rearrange widgets and adjust date ranges, but **cannot create custom widgets**
- Data scope: Limited to ProjectHub data only (tasks, sprints, time entries, resources)
- Refresh interval: Every **30 minutes**
- Sharing: Dashboards can be shared with project members via link. View-only access for stakeholders outside the project (requires Professional or Enterprise tier).
- Export: Screenshot (PNG) and PDF export of the dashboard view
- Maximum of **3 shared dashboards per project** (Starter), **10 per project** (Professional), **unlimited** (Enterprise)

## 4.2 In NovaTech Insight

The Shared Analytics Dashboard in Insight is a superset of the ProjectHub version:

- **All 8 ProjectHub widgets** plus the full library of 30+ visualization types
- **Custom widget creation** using the drag-and-drop builder or NEL expressions
- Data scope: Can combine ProjectHub data with **any connected data source** (databases, SaaS platforms, files)
- Refresh interval: Matches the connector refresh rates (see Data Connectors section above)
- Sharing: Dashboards can be shared with any user in the organization, embedded externally, or published as public links (Enterprise only)
- Export: PNG, PDF, XLSX, and scheduled email distribution
- Row-level security applies to shared dashboards, ensuring each viewer sees only their authorized data
- **Interactive drill-down:** Click on any data point to explore underlying records (not available in the ProjectHub version)
- **Cross-dashboard linking:** Create navigation paths between related dashboards

## 4.3 Key Differences Summary

Capability	ProjectHub Version	Insight Version
Pre-built widgets	8	8 + 30+ visualization types
Custom widgets	No	Yes
Data sources	ProjectHub only	All connected sources
Refresh interval	30 minutes	Varies by connector (up to real-time)
Interactive drill-down	No	Yes
Row-level security	No	Yes
Embedding	No	Yes (Professional and Enterprise)
Scheduled distribution	No	Yes
Cross-dashboard linking	No	Yes

When both products are licensed together, the Insight version automatically ingests all ProjectHub data via the native connector, and users can access the enhanced dashboard capabilities for their project data without any additional configuration.

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## 5. Pricing and Plans

NovaTech offers three pricing tiers, applicable to both ProjectHub and Insight. Customers can license each product independently or together at a bundled rate.

### 5.1 Per-Product Pricing

Tier	Monthly Price (per user)	Annual Price (per user, billed annually)	Minimum Users
Starter	€29/user/month	€24/user/month	5
Professional	€79/user/month	€66/user/month	10
Enterprise	Custom pricing	Custom pricing	50

## 5.2 Bundle Pricing (ProjectHub + Insight)

Customers licensing both products receive a **15% discount** on the combined per-user price:

Tier	Monthly Bundle Price (per user)	Annual Bundle Price (per user)
Starter	€49/user/month (instead of €58)	€41/user/month
Professional	€134/user/month (instead of €158)	€112/user/month
Enterprise	Custom pricing	Custom pricing

## 5.3 Add-Ons

Add-On	Price	Available On
Additional storage (per 100 GB)	€50/month	All tiers
SSO (SAML 2.0 / OIDC)	Included	Professional, Enterprise
Advanced audit logging	€5/user/month	Professional, Enterprise
Dedicated support manager	€2,000/month	Enterprise only
Custom data residency	€3,000/month	Enterprise only
Disaster recovery (cross-region)	Included	Enterprise only

## 5.4 Free Trial

All tiers include a **14-day free trial** with full Professional-tier features. No credit card is required to start a trial. Trial workspaces are limited to 10 users and 5 GB of storage.

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# 6. Feature Comparison by Tier

## 6.1 NovaTech ProjectHub — Feature Comparison

Feature	Starter	Professional	Enterprise
Projects	Up to 20	Up to 200	Unlimited
Users	5 - 100	10 - 1,000	50 - Unlimited

<b>Feature</b>	<b>Starter</b>	<b>Professional</b>	<b>Enterprise</b>
Custom fields per work item type	50	200	200
Automation rules per project	25	150	Unlimited
File storage per project	5 GB	50 GB	500 GB
Document version history	Last 10	Last 50	Unlimited
Gantt chart export	No	PDF, PNG	PDF, PNG, API (JSON)
Calendar sync	No	Google, Outlook	Google, Outlook, Exchange
Resource refresh interval	15 min	5 min	Real-time (<30s)
Shared dashboards per project	3	10	Unlimited
Scheduled reports	No	Daily, weekly, monthly	Daily, weekly, monthly
Time tracking	Basic	Advanced (approval workflows)	Advanced + payroll integration
Guest access (external stakeholders)	No	10 guests per project	Unlimited guests
Audit log retention	7 days	90 days	365 days
SSO	No	SAML 2.0	SAML 2.0, OIDC, SCIM
IP allowlisting	No	No	Yes
Custom roles and permissions	3 built-in roles	10 custom roles	Unlimited custom roles

## 6.2 NovaTech Insight — Feature Comparison

<b>Feature</b>	<b>Starter</b>	<b>Professional</b>	<b>Enterprise</b>
Dashboards	10	100	Unlimited

<b>Feature</b>	<b>Starter</b>	<b>Professional</b>	<b>Enterprise</b>
Visualizations per dashboard	20	50	100
Data connectors	5	20	Unlimited
Maximum dataset size	10M rows	500M rows	10B rows
Scheduled reports	5	50	Unlimited
Embedded analytics	No	Yes (iframe)	Yes (iframe + JS SDK)
White-label embedding	No	No	Yes
Natural language query	No	Yes	Yes
Anomaly detection	No	Basic (threshold)	Advanced (ML-based)
Alert minimum interval	1 hour	15 min	5 min
Alert history retention	30 days	90 days	365 days
Row-level security	No	Yes	Yes
Data model versioning	No	Yes	Yes
Streaming connectors (Kafka, Kinesis)	No	No	Yes
Custom data residency	No	No	Yes
Dedicated compute resources	No	No	Yes

## 7. Service Level Agreements

NovaTech provides uptime guarantees based on tier. Uptime is measured monthly and excludes scheduled maintenance windows (announced at least 72 hours in advance, limited to 4 hours per month).

### 7.1 Uptime Commitments

<b>Tier</b>	<b>Uptime SLA</b>	<b>Maximum Monthly Downtime</b>	<b>Measurement</b>
Starter	99.5%	~3 hours 39 minutes	Calendar month
Professional	99.9%	~43 minutes	Calendar month

Tier	Uptime SLA	Maximum Monthly Downtime	Measurement
Enterprise	99.95%	~21 minutes	Calendar month

## 7.2 SLA Credits

If NovaTech fails to meet the uptime commitment, customers are eligible for service credits:

Uptime Achieved	Starter Credit	Professional Credit	Enterprise Credit
99.0% - 99.49%	5%	—	—
98.0% - 99.89%	—	10%	—
99.9% - 99.94%	—	—	10%
95.0% - 98.99%	—	15%	—
99.0% - 99.89%	—	—	20%
Below 95.0%	10%	25%	30%
Below 99.0%	—	—	30%

Credits are applied to the next billing cycle and do not exceed 30% of the monthly fee. Customers must submit credit requests within 30 days of the incident.

## 7.3 Support Response Times

Severity	Starter	Professional	Enterprise
Critical (service down)	4 hours	1 hour	15 minutes
High (major feature broken)	8 hours	2 hours	30 minutes
Medium (minor feature issue)	24 hours	8 hours	2 hours
Low (question / enhancement)	72 hours	24 hours	8 hours

Enterprise customers receive **24/7 support** with a dedicated support manager. Professional customers receive support during **extended business hours** (06:00 - 22:00 CET, Monday to Friday). Starter customers receive support during **standard business hours** (09:00 - 18:00 CET, Monday to Friday).

## 7.4 Disaster Recovery

Metric	Starter	Professional	Enterprise
Recovery Point Objective (RPO)	24 hours	4 hours	1 hour
Recovery Time Objective (RTO)	12 hours	4 hours	1 hour
Backup frequency	Daily	Every 4 hours	Every 1 hour
Backup retention	7 days	30 days	90 days
Cross-region replication	No	No	Yes (active-passive)

## 8. API Reference and Rate Limits

Both NovaTech ProjectHub and NovaTech Insight expose RESTful APIs for programmatic access. All APIs use HTTPS, require authentication via API keys or OAuth 2.0 tokens, and return responses in JSON format.

### 8.1 Authentication

API keys are generated in the workspace settings. Each key is scoped to a specific product (ProjectHub or Insight) and can be restricted to read-only or read-write access.

```
# Example: Authenticating with an API key
curl -H "Authorization: Bearer nt_api_k3y_abc123def456" \
    -H "Content-Type: application/json" \
    https://api.novatech.io/v2/projecthub/projects
```

OAuth 2.0 is supported for applications acting on behalf of users. The authorization flow uses the standard authorization code grant:

```
# Step 1: Redirect user to authorization URL
https://auth.novatech.io/oauth/authorize?
  client_id=YOUR_CLIENT_ID&
  redirect_uri=https://yourapp.com/callback&
  response_type=code&
  scope=projecthub:read insight:read

# Step 2: Exchange code for token
curl -X POST https://auth.novatech.io/oauth/token \
```

```
-d "grant_type=authorization_code" \
-d "code=AUTH_CODE" \
-d "client_id=YOUR_CLIENT_ID" \
-d "client_secret=YOUR_CLIENT_SECRET" \
-d "redirect_uri=https://yourapp.com/callback"
```

## 8.2 Rate Limits

API rate limits are enforced per API key, measured in requests per minute:

Tier	Rate Limit (requests/minute)	Burst Limit (requests/second)	Daily Maximum
Starter	100 req/min	10 req/sec	50,000 req/day
Professional	1,000 req/min	50 req/sec	500,000 req/day
Enterprise	5,000 req/min	200 req/sec	Unlimited

Rate limit headers are included in every API response:

```
HTTP/1.1 200 OK
X-RateLimit-Limit: 1000
X-RateLimit-Remaining: 847
X-RateLimit-Reset: 1706108460
```

When the rate limit is exceeded, the API returns HTTP 429 with a `Retry-After` header:

```
HTTP/1.1 429 Too Many Requests
Retry-After: 32
Content-Type: application/json

{
  "error": {
    "code": "RATE_LIMIT_EXCEEDED",
    "message": "Rate limit exceeded. Please retry after 32 seconds.",
    "limit": 1000,
    "window": "60s"
  }
}
```

## 8.3 Key API Endpoints — ProjectHub

Method	Endpoint	Description
GET	/v2/projecthub/projects	List all projects
POST	/v2/projecthub/projects	Create a new project
GET	/v2/projecthub/projects/{id}	Get project details
GET	/v2/projecthub/projects/{id}/tasks	List tasks in a project
POST	/v2/projecthub/projects/{id}/tasks	Create a task
PATCH	/v2/projecthub/tasks/{id}	Update a task
DELETE	/v2/projecthub/tasks/{id}	Delete a task
GET	/v2/projecthub/tasks/{id}/time-entries	List time entries for a task
POST	/v2/projecthub/tasks/{id}/time-entries	Log time against a task
GET	/v2/projecthub/projects/{id}/sprints	List sprints
GET	/v2/projecthub/users	List workspace users

Example — Creating a task:

```
POST /v2/projecthub/projects/proj_8f3a/tasks
Content-Type: application/json

{
  "title": "Implement SSO integration",
  "description": "Add SAML 2.0 single sign-on support for enterprise customers",
  "status": "to_do",
  "priority": "high",
  "assignee_id": "usr_4k2m",
  "due_date": "2026-03-15",
  "story_points": 8,
  "labels": ["security", "enterprise"],
  "custom_fields": {
    "cf_department": "Engineering",
    "cf_estimated_hours": 24
  }
}
```

Response:

```
{  
  "id": "task_9x7p",  
  "title": "Implement SSO integration",  
  "project_id": "proj_8f3a",  
  "status": "to_do",  
  "priority": "high",  
  "assignee": {  
    "id": "usr_4k2m",  
    "name": "Sarah Chen",  
    "email": "s.chen@example.com"  
  },  
  "created_at": "2026-01-20T14:32:00Z",  
  "updated_at": "2026-01-20T14:32:00Z"  
}
```

## 8.4 Key API Endpoints — Insight

Method	Endpoint	Description
GET	/v2/insight/dashboards	List all dashboards
GET	/v2/insight/dashboards/{id}	Get dashboard details
POST	/v2/insight/dashboards/{id}/export	Export dashboard (PDF, PNG)
GET	/v2/insight/datasets	List datasets
POST	/v2/insight/datasets/{id}/query	Execute a query against a dataset
GET	/v2/insight/alerts	List configured alerts
POST	/v2/insight/alerts	Create an alert
GET	/v2/insight/reports	List scheduled reports
POST	/v2/insight/embed/token	Generate an embed token

Example — Querying a dataset:

```
POST /v2/insight/datasets/ds_projectmetrics/query  
Content-Type: application/json
```

```
{
```

```
"dimensions": ["project_name", "quarter"],
"measures": ["avg_completion_days", "total_tasks", "on_time_percentage"],
"filters": [
  {
    "field": "region",
    "operator": "in",
    "values": ["EMEA", "APAC"]
  },
  {
    "field": "year",
    "operator": "eq",
    "value": 2025
  }
],
"order_by": [
  {"field": "avg_completion_days", "direction": "asc"}
],
"limit": 50
}
```

## 8.5 Webhooks

Both products support outbound webhooks for event-driven integrations:

- **ProjectHub events:** task.created, task.updated, task.deleted, sprint.started, sprint.completed, project.archived, comment.added, time\_entry.logged
- **Insight events:** alert.triggered, report.generated, dashboard.shared, dataset.refreshed
- Webhook payloads are signed with HMAC-SHA256 using a per-webhook secret
- Failed deliveries are retried up to **5 times** with exponential backoff (1 min, 5 min, 30 min, 2 hours, 12 hours)
- Webhook event log retention: 7 days (Starter), 30 days (Professional), 90 days (Enterprise)

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## 9. Integration Capabilities

NovaTech maintains pre-built integrations with major enterprise platforms. Integrations are configured in the workspace settings under the "Integrations" tab.

## 9.1 Project Management

Platform	Integration Type	Direction	Available On
Jira (Cloud and Server)	Bidirectional sync	Two-way	All tiers
Asana	Import	One-way (into ProjectHub)	Professional, Enterprise
Monday.com	Import	One-way (into ProjectHub)	Professional, Enterprise
Azure DevOps	Bidirectional sync	Two-way	Enterprise only

**Jira Integration Details:** The Jira integration maps Jira issues to ProjectHub tasks with field-level mapping configuration. Supports automatic sync of status changes, comments, and attachments. Sync frequency: every 10 minutes (Professional), every 2 minutes (Enterprise). Initial sync supports up to 100,000 issues. Conflict resolution defaults to "last writer wins" but can be configured to "source of truth" mode where one system always takes priority.

## 9.2 Communication

Platform	Features	Available On
Slack	Notifications, task creation from messages, slash commands ( /novatech ), channel-to-project linking	All tiers
Microsoft Teams	Notifications, task creation, tab embedding, bot commands	All tiers
Email	Notification delivery, create tasks via email forwarding	All tiers

**Slack Integration Details:** The Slack integration supports the following slash commands:

- /novatech create [project] [title] — Create a new task
- /novatech status [task-id] — Get task status
- /novatech assign [task-id] [@user] — Assign a task
- /novatech sprint — Show current sprint summary
- /novatech dashboard [name] — Post a dashboard snapshot to the channel

Interactive message buttons allow updating task status directly from Slack without opening ProjectHub.

**Microsoft Teams Integration Details:** The Teams integration includes a NovaTech tab that can be added to any Teams channel, displaying a live project board. The Teams bot supports natural language commands (e.g., "Show me overdue tasks in Project Alpha") and uses the same NLQ engine as NovaTech Insight on Professional and Enterprise tiers.

## 9.3 Enterprise Resource Planning

Platform	Integration Type	Available On
SAP S/4HANA	Bidirectional (project data, cost centers, time entries)	Enterprise only
SAP ECC	Read-only (cost centers, organizational units)	Enterprise only
Oracle NetSuite	Time entry and expense sync	Professional, Enterprise

**SAP Integration Details:** The SAP S/4HANA integration uses SAP's OData APIs and supports the following data flows:

- **Inbound:** Cost centers, organizational units, employee master data, budget allocations
- **Outbound:** Project time entries, project cost reports, milestone completion status
- Data mapping is configurable via a visual mapper in the NovaTech admin console
- Requires SAP Communication Arrangement setup (documentation provided during onboarding)
- Initial data load supports incremental sync to avoid overwhelming SAP systems
- Supports SAP Principal Propagation for SSO pass-through

## 9.4 Developer Tools

Platform	Integration Type	Available On
GitHub	Link commits and PRs to tasks	All tiers
GitLab	Link commits and merge requests to tasks	All tiers

Platform	Integration Type	Available On
Bitbucket	Link commits and PRs to tasks	Professional, Enterprise
Jenkins	Build status on tasks	Professional, Enterprise
CircleCI	Build status on tasks	Professional, Enterprise

## 9.5 Custom Integrations

For platforms without pre-built integrations, NovaTech provides:

- **REST API** (see Section 8)
  - **Webhooks** for event-driven architectures
  - **Zapier connector** with 15+ triggers and actions (all tiers)
  - **Make (Integromat) connector** with 20+ modules (all tiers)
  - **Custom connector SDK** (TypeScript/Python) for building certified integrations (Enterprise only)
- 

# 10. Data Management and Export

## 10.1 Data Export Formats

NovaTech supports bulk data export in the following formats:

Format	ProjectHub	Insight	Availability
CSV	Yes	Yes	All tiers
XLSX (Excel)	Yes	Yes	All tiers
JSON	Yes	Yes	Professional, Enterprise
PDF (reports)	Yes	Yes	Professional, Enterprise
Parquet	No	Yes	Enterprise only
Apache Avro	No	Yes	Enterprise only

## 10.2 Bulk Export

Bulk data export is available through the API and the web interface:

- **Web interface:** Navigate to Settings > Data Management > Export. Select the data types to export, date range, and format. Exports are processed asynchronously; a download link is emailed when ready.
- **API:** Use the `/v2/export` endpoint to initiate bulk exports programmatically. Exports larger than 1 GB are split into multiple files and delivered as a ZIP archive.
- Export frequency limits: **1 export per day** (Starter), **5 exports per day** (Professional), **unlimited** (Enterprise)

## 10.3 Data Retention

Data Type	Starter	Professional	Enterprise
Active project data	Unlimited	Unlimited	Unlimited
Archived project data	1 year	3 years	7 years (configurable)
Audit logs	7 days	90 days	365 days
Deleted items (trash)	30 days	60 days	90 days
Analytics query history	7 days	30 days	90 days

## 10.4 Data Portability

NovaTech is committed to data portability. Customers can export all their data at any time, including:

- All project data (tasks, comments, attachments, time entries)
- All Insight data (datasets, dashboard definitions, report templates, alert configurations)
- User and permission data
- Automation rules and workflow configurations
- Integration configurations (excluding third-party credentials)

Full workspace export is available as a single JSON archive. Processing time depends on data volume: typical workspaces (under 100 GB) complete within 4 hours. Larger workspaces may take up to 48 hours.

## 10.5 GDPR Compliance

NovaTech is fully GDPR compliant:

- Data Processing Agreement (DPA) included with all contracts
  - Right to deletion: personal data can be purged within **72 hours** of a verified request
  - Data subject access requests processed within **30 days**
  - Privacy impact assessment documentation available on request
  - EU data residency available by default (Frankfurt data center); other regions available on Enterprise tier
  - Cookie consent management for embedded analytics
- 

## 11. Security and Compliance

### 11.1 Certifications

NovaTech holds the following security certifications:

Certification	Scope	Since	Last Audit
SOC 2 Type II	All products and infrastructure	2020	October 2025
ISO 27001	Information Security Management System	2021	September 2025
ISO 27701	Privacy Information Management	2023	September 2025
CSA STAR Level 2	Cloud Security Alliance attestation	2022	November 2025
TISAX (AL2)	Trusted Information Security Assessment Exchange	2024	August 2025

Audit reports are available to customers under NDA. Contact your account manager or email [security@novatech.io](mailto:security@novatech.io) to request a copy.

### 11.2 Encryption

- **Data in transit:** TLS 1.3 for all connections. TLS 1.2 supported for legacy clients. HTTP connections are automatically redirected to HTTPS.
- **Data at rest:** AES-256 encryption for all stored data. Encryption keys are managed via AWS KMS with automatic key rotation every 365 days.

- **Customer-managed encryption keys (CMEK)**: Enterprise tier customers can bring their own encryption keys managed in AWS KMS, Azure Key Vault, or Google Cloud KMS.
- **Field-level encryption**: Sensitive custom fields (e.g., salary, personal identifiers) can be encrypted at the field level with separate key management. Available on Enterprise tier.

### 11.3 Access Control

- **Authentication**: Email/password with mandatory 2FA (TOTP or WebAuthn), SSO via SAML 2.0 (Professional and Enterprise), OIDC (Enterprise), SCIM provisioning (Enterprise)
- **Authorization**: Role-based access control (RBAC) with project-level, team-level, and organization-level scopes
- **Session management**: Sessions expire after **8 hours** of inactivity. Maximum concurrent sessions: 3 (Starter), 5 (Professional), 10 (Enterprise).
- **Password policy**: Minimum 12 characters, must include uppercase, lowercase, number, and special character. Password history: last 10 passwords blocked.

### 11.4 Infrastructure Security

- All infrastructure runs on AWS in the EU (Frankfurt) region by default
- VPC isolation between customer workloads
- Web Application Firewall (WAF) with OWASP Top 10 rule sets
- DDoS protection via AWS Shield Advanced
- Automated vulnerability scanning of all containers and dependencies (daily)
- Annual penetration testing by an independent third party (reports available under NDA)
- Bug bounty program with rewards ranging from €250 to €15,000

### 11.5 Compliance Features

- **Audit logging**: All user actions, API calls, and administrative changes are logged with timestamps, user identifiers, IP addresses, and action details
  - **Data loss prevention (DLP)**: Configure rules to prevent sensitive data from being shared externally (Enterprise only)
  - **Legal hold**: Prevent deletion of specified projects or data sets during legal proceedings (Enterprise only)
  - **eDiscovery export**: Generate court-admissible exports of all project communications and data (Enterprise only)
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## 12. Deployment Options

NovaTech offers flexible deployment options to meet varying compliance and infrastructure requirements.

### 12.1 Deployment Models

Model	Description	Available On
<b>Multi-tenant cloud</b>	Shared infrastructure in NovaTech-managed AWS regions. Logical tenant isolation via VPC and database-level separation.	Starter, Professional
<b>Dedicated cloud</b>	Single-tenant infrastructure in NovaTech-managed AWS. Dedicated compute, storage, and networking resources.	Enterprise only
<b>Hybrid deployment</b>	Core platform in NovaTech cloud; data processing and storage components deployed on customer infrastructure. Supports AWS, Azure, and on-premises (VMware, bare metal Kubernetes).	Enterprise only

### 12.2 Cloud Deployment Details

Multi-tenant and dedicated cloud deployments include:

- **Regions:** EU (Frankfurt), EU (Dublin), US-East (Virginia), Asia-Pacific (Singapore)
- **Compute:** Auto-scaling Kubernetes clusters with guaranteed resource allocation per tenant (dedicated cloud)
- **Storage:** PostgreSQL (primary data), ClickHouse (analytics), S3 (files and backups)
- **CDN:** CloudFront edge locations in 40+ countries for static assets and dashboard rendering
- **Network:** Private endpoints available for Enterprise customers to connect via AWS PrivateLink

### 12.3 Hybrid Deployment Details

The hybrid deployment model is designed for organizations with strict data sovereignty or regulatory requirements:

**On-premises components:** - Data Processing Engine (Kubernetes-based, minimum 3 nodes) - Data Storage Layer (PostgreSQL 15+, minimum 500 GB SSD) - File Storage (S3-compatible object storage or NFS) - Local cache for dashboard rendering

**Cloud components** (NovaTech-managed): - User interface and application logic - Authentication and authorization services - Integration connectors - Platform updates and patch management

**Requirements:** - Kubernetes 1.27+ (EKS, AKS, GKE, or self-managed) - Minimum 16 vCPU, 64 GB RAM, 500 GB SSD per node (3 nodes minimum) - Outbound HTTPS connectivity to NovaTech cloud services - NovaTech deployment engineer provides on-site or remote setup (included in Enterprise onboarding)

Data in the hybrid model never leaves the customer's infrastructure for processing or storage. Only metadata (e.g., dashboard layout definitions, user preferences) is stored in the NovaTech cloud.

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## 13. Support and Onboarding

### 13.1 Onboarding Programs

Program	Description	Duration	Available On
Self-service	Documentation, video tutorials, in-app guided tours	Ongoing	All tiers
Standard onboarding	Kick-off call, configuration workshop, admin training	2 weeks	Professional
Premium onboarding	Dedicated onboarding manager, custom configuration, data migration, user training workshops, go-live support	6-8 weeks	Enterprise

### 13.2 Training Resources

- **NovaTech Academy:** Free online learning platform with 40+ courses, quizzes, and certifications
- **Live webinars:** Weekly product walkthroughs and best practice sessions (registration required, free for all customers)
- **Custom training:** On-site or virtual instructor-led training for up to 30 participants (€3,500 per session, Enterprise only)

- **Admin certification:** 4-hour exam covering platform administration, security configuration, and integration management. Certified admins receive priority support routing.

### 13.3 Support Channels

Channel	Starter	Professional	Enterprise
Knowledge base	Yes	Yes	Yes
Community forum	Yes	Yes	Yes
Email support	Yes	Yes	Yes
Live chat	No	Yes (business hours)	Yes (24/7)
Phone support	No	No	Yes (24/7)
Dedicated support manager	No	No	Yes
Quarterly business reviews	No	No	Yes

### 13.4 Professional Services

NovaTech offers professional services for complex implementations:

- **Data migration:** Extract, transform, and load data from legacy systems (Jira, Asana, Smartsheet, Excel). Pricing: from €5,000 per migration.
- **Custom integration development:** Build custom integrations using the NovaTech Connector SDK. Pricing: from €15,000 per integration.
- **Dashboard design:** Insight dashboard design and implementation by NovaTech analytics consultants. Pricing: from €8,000 per engagement.
- **Process consulting:** Workflow optimization and best practice implementation. Pricing: from €2,000 per day.

## 14. Frequently Asked Questions

**Q: Can I use NovaTech ProjectHub without NovaTech Insight?** A: Yes. Both products are licensed independently. However, customers using both products benefit from native integration, bundled pricing (15% discount), and the enhanced Shared Analytics Dashboard in Insight.

**Q: What happens to my data if I downgrade from Professional to Starter?** A: Data exceeding Starter tier limits enters a 90-day grace period.

During this period, you can export or delete excess data. After 90 days, the oldest data beyond the limits is archived and available for export only (not queryable). No data is permanently deleted without explicit customer consent.

**Q: Is there a limit on the number of API keys I can create?** A: Starter accounts can create up to 5 API keys. Professional accounts can create up to 25 API keys. Enterprise accounts have no limit. Each API key can be scoped to specific products and permissions.

**Q: How does the Jira integration handle conflicts when the same item is updated in both systems?** A: By default, the integration uses "last writer wins" — the most recent update takes precedence. Enterprise customers can configure "source of truth" mode, where one system always takes priority. Conflict events are logged in the integration audit log for review.

**Q: Can I run NovaTech Insight queries against real-time data?** A: Real-time data access (sub-30-second latency) is available on the Enterprise tier for the native ProjectHub connector and streaming connectors (Kafka, Kinesis). Other connectors follow their tier-specific refresh intervals as documented in the Data Connectors section.

**Q: What is the maximum file size for uploads?** A: Individual file uploads are limited to **250 MB** via the web interface and **1 GB** via the API. For larger files, use the multipart upload API endpoint which supports files up to **10 GB**.

**Q: Does NovaTech support multi-language interfaces?** A: Yes. The platform UI is available in 12 languages: English, German, French, Spanish, Italian, Portuguese, Dutch, Swedish, Japanese, Korean, Simplified Chinese, and Traditional Chinese. NLQ (Natural Language Query) in Insight currently supports English, German, French, Spanish, and Japanese.

**Q: How frequently are platform updates released?** A: NovaTech follows a continuous deployment model. Minor updates and bug fixes are released weekly. Major feature releases occur quarterly. Enterprise customers on dedicated or hybrid deployments can opt for a controlled release schedule with 2-week advance notice.

**Q: What is the process for requesting a new integration?** A: Customers can submit integration requests through the NovaTech Community Forum or via their account manager. Requests are evaluated quarterly based on demand and strategic alignment. Enterprise customers can also commission custom integrations through Professional Services.

**Q: Can I restrict which data centers my data is stored in?** A: Starter and Professional tier data is stored in the EU (Frankfurt) data center by default. Enterprise customers can select their primary data center (Frankfurt, Dublin, US-East, or Singapore) and configure the custom data residency add-on for additional regional restrictions. Data never leaves the selected region for processing or storage.

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