Architecture and data-flow note

Author: NovaBridge solutions engineering (Chris Lang forwarded 2026-10-06) **Audience:** Harborline IT / GRC **Applies to:** NovaBridge Relay as proposed for Harborline employee support

Components

1. **Relay web application and API** (in the proposed Day 1 scope).
2. **Knowledge base** (employee-facing articles).
3. **NovaBrief** (optional). Summarizes ticket threads for agents. Processes ticket text in NovaBridge's application tier. Can be disabled per tenant.
4. **Admin console** for Support Operations and a small IT admin set.

Harborline is not deploying the NovaBridge **mobile companion** application.

Data in scope (Day 1, as described here)

- Employee name, work email, department
- IT tickets: device identifiers, software requests, access-help notes
- People tickets: HR operations cases. May include performance, accommodations, workplace complaints, and investigation notes entered by People partners
- Attachments agents or employees upload to a ticket
- Knowledge article text
- Agent and admin authentication logs

Not described in this note: member or patient communications, EHR data, production cloud admin sessions.

Data flow (simplified)

Employee or agent browser (TLS) → Relay application (NimbusCloud `us-east-1`) → encrypted primary storage (AES-256 at rest) and encrypted backups. Outbound: Mailspan sends ticket-notification email (ticket ID and work email, not full ticket body). Searchly indexes knowledge articles only, not live ticket bodies, according to this note.

If NovaBrief is enabled, ticket thread text is sent to the NovaBrief module inside the same NovaBridge application boundary described here. This note does not name a separate inference vendor.

Authentication at Harborline launch (vendor engineering)

- **Day 1:** unique named **local accounts** (username and password). Admin MFA (TOTP) can be required.
- **SSO (SAML):** on the enterprise roadmap. Current estimate from NovaBridge delivery: available for Harborline approximately **2026-12-15**, after the 2026-11-17 go-live target.
- Shared generic agent logins are not required and are not recommended by NovaBridge.

Logging and retention (vendor)

- Admin and authentication logs: 12 months.
- Ticket text and attachments: retained **18 months** after ticket close unless the customer requests earlier deletion. Vendor privacy FAQ calls this "a minor operational default."
- Backups: 30-day rolling, encrypted.

Hosting

Production for this contract: NimbusCloud region `us-east-1`. NimbusCloud is a subservice organization. NovaBridge's SOC 2 uses a carve-out method for that infrastructure.