Vendor profile: NovaBridge, Inc.

Sales one-pager supplied 2026-10-08. Structured copy: `3_Build_Source_Data/vendor_profile.json`.

Legal name: NovaBridge, Inc. **Product:** NovaBridge Relay **Headquarters:** Austin, Texas, United States **Size (claimed):** 140 to 160 employees **Founded:** 2018

NovaBridge Relay is a SaaS support-operations platform. Core features: ticketing, knowledge base, agent workspace. Optional module: **NovaBrief** AI summarization of ticket threads.

NovaBridge markets to mid-market operations and digital-health support teams. The Harborline opportunity is described by sales as "employee support operations for a digital health company," not as an EHR integration.

Proposed Harborline use (as sold): Internal IT and People support. Knowledge articles for employees. Not production cloud administration.

Hosting (as sold): NimbusCloud, United States.

Security proof points listed on the one-pager:

- SOC 2 Type II
- Annual penetration testing
- Encryption in transit and at rest
- Optional SSO

Treat this page as marketing plus a company snapshot. It is not independent assurance.