



Named Technical Services Engineer (NTSE)

Your Named Technical Services Engineer (NTSE) helps maximize ROI from your MongoDB investment by providing you with a continually engaged engineer handpicked for your needs. Having an NTSE means having an engineer who is familiar with your environment and team helping you meet changing business demands while reducing cost. Together, you tailor your engagement to your needs.



1

TOTAL VISIBILITY

- Gain deep insight into the health of your deployment
- Always know the status of your roadmap
- Build confidence in your MongoDB infrastructure

2

HOLISTIC SUPPORT

- Streamlined issue resolution with increased customer context
- Marshal MongoDB resources from across many teams to maximize impact
- Primary resource to lean on
- Weekly office hours and ad hoc support when you need it

3

EXPERT GUIDANCE

- Optional Annual Site Visit
- Curated advice on what should matter to you
- Choose from a list of defined activities and/or bring your own
- Run audits and bring your deployments in-line with best practices

Your NTSE is an expert partner who can help your team keep a pulse on the current state of your MongoDB deployment, resolve critical issues quickly, adopt best practices, and make sure things are running smoothly.

Whereas Professional Services is focused on vision, control, and execution from a build perspective, your NTSE approaches your MongoDB deployment from an operational perspective, helping you define and drive your operational roadmap forward through a vision built on three pillars: Visibility, Holistic Support, and Guidance.

1 TOTAL VISIBILITY

MongoDB is a next generation technology, and when you work with us to deploy new products it creates opportunities for tuning, optimization, and other improvements that result from strong situational awareness about how your investment is performing post-implementation. Your NTSE provides the most effective channel to gain visibility into these opportunities and react quickly to any project changes, delivering status reports, patch and release assessments, audits, and other activities to reduce anxiety and build confidence.

2 HOLISTIC SUPPORT

Usage patterns change, teams update plans, and new opportunities surface. Engaging with your NTSE to obtain expert advice from MongoDB engineers on a continuous basis puts you in the best position to understand your post-implementation opportunities for improvement. Your NTSE provides proactive advice and ongoing assessments of new features, best practices, and performance.

3 EXPERT GUIDANCE

Your NTSE builds confidence in the platform from shared successes, and you can be secure in the knowledge that there is a team supporting you with a keen understanding of your unique use case(s) and environment, and how MongoDB supports your business. Your NTSE leads critical issue resolution, and directs ongoing Support efforts on your behalf.

Specifications

- NTSE is a premium subscription add-on service and requires a base subscription that includes commercial support from MongoDB.
- Each subscription entitles your organization to a maximum of 50 hours of NTSE support per quarter. Should you exceed those 50 quarterly hours, your NTSE will engage another Technical Services Engineer (TSE) for support.
- Your NTSE is available during business hours: 9am to 5pm in the time zone of the NTSE, Monday through Friday, with the exception of holidays observed by MongoDB.
- When your NTSE is unavailable, or in the case of an emergency that requires an immediate response, other Technical Services Engineers (TSEs) are available 24x7 by phone and via MongoDB Support Case Management.
- We assign an NTSE in your selected time zone for each subscription purchased. Additional NTSE subscriptions are available for business hour coverage across world regions (AMER, EMEA, and APAC).

Resources

We are the MongoDB experts. More than 15,000 organizations rely on our commercial products. We offer software and services to make your life easier. For more information, please visit mongodb.com or contact us at sales@mongodb.com.

- [Case studies](#)
- [Resource center](#)
- [Free online training](#)
- [Documentation](#)
- [MongoDB Stitch](#) serverless platform
- [MongoDB download](#)
- [MongoDB Atlas](#) database as a service