

Working with the MongoDB  
Customer Success Team

# Unleash the Full Potential of MongoDB

As your **committed business champion**, Customer Success helps you unleash the **full potential of MongoDB** so that you can do amazing things. A complimentary service included with your purchase, Customer Success orchestrates your journey across the MongoDB ecosystem of tools, resources, and expertise, so you get **superior value** from your investment – faster.

# What to Expect Working with MongoDB

Throughout the MongoDB journey, Customer Success works in parallel with the wider MongoDB organization and your teams, so you're connected with the right experts to plan for your launch and get results.



## Customer Advocacy

At MongoDB, we believe our relationship does not end with your purchase. We see it as the beginning of a trusted partnership. Throughout your experience with us, the Customer Success team acts as your champion, helping you access the in-house expertise and tools you need to get the most from MongoDB.



## Deliberate Planning

Our Customer Success team partners with you to define what success looks like and how we'll get there. Together, our teams craft business and technical goals. We establish milestones and metrics. Our teams foresee risks and blockers so we stay on track and keep your projects moving.



## Value Acceleration

With MongoDB, you're on a journey taken by many other organizations that have brought new applications to life. We'll take the time to understand what matters to you so, together, we can drive more value from your MongoDB investment.

## Your MongoDB Journey

Your journey is unique. The MongoDB Customer Success team will help you navigate it with our proven, field-tested process to keep work on-track and delivering value.



### Plan

It starts with a vision of how MongoDB helps accelerate development and achieves your business goals.



### Build

We'll guide you through set up, prototype, and testing – accounting for your unique requirements.



### Launch

As your launch date nears, we'll share best practices to prepare and help you accelerate time to value.



### Run

Once you're developing with MongoDB, we'll help maximize performance and unlock innovation.



### Optimize

There's always room for improvement. We'll ensure your solution is tuned to scale and evolves with your needs.

“ The MongoDB Customer Success team has offered everything we needed. We have support, workshops, and the personal contact with the professionals is the best. Our relationship from the first meeting has been mutually beneficial with an entire team backing us up.

FELIPE BOCOLOWSKI | STAFF SOFTWARE ENGINEER, ASAP LOG

## Things to Think About When Working with Customer Success

Your Customer Success team will be keenly focused on helping you achieve real, measurable outcomes. We'll define what success looks like, then build a shared plan to get you there. Here are just a few things we'll be thinking about as we stand up your project...

- What is the business value of this project?
- What are the technical goals and outcomes?
- What metrics will we use to measure success?
- What is the timeline and milestones for launch?
- What are the risks and blockers to overcome?
- What help will we need to meet our objectives?
- How will my team adopt the MongoDB platform?
- How do we ensure success moving forward?

Together, our teams will answer these questions. As our partnership continues, we will evaluate progress and have honest conversations about ways to keep your project on track and how to continue getting the most out of your MongoDB experience.

# Learn More

Speak with your MongoDB representative about how Customer Success can help you build the next big thing.

[Visit the MongoDB  
Customer Success Center](#)

## Helpful MongoDB Resources

### [MongoDB Support](#)

Access an extensive knowledge base, case management, and 24/7 technical support.

### [MongoDB University](#)

Advance your MongoDB skills with free courses and certification paths.