

# Dedicated Consulting Engineer



Dedicated Consulting Engineers (DCEs) are MongoDB consultants embedded in your organization to provide services on a regular basis for your MongoDB deployments and operations.

The DCE becomes well acquainted with your business by working closely with your architects, developers, DBAs, and operations staff to design, implement, and run MongoDB deployments.

DCEs are not only MongoDB experts, they are also application development experts. Most MongoDB consulting engineers have over a decade's worth of experience as developers and operations professionals. This experience helps your DCE to serve as the go-to-resource for handling all MongoDB-related projects and issues.

Engaging DCE services means that your MongoDB application is properly configured for production and running optimally during its lifecycle. You receive a proactive, consultative advisor to help optimize the performance of your MongoDB deployments. The DCE also serves as your advocate within MongoDB to help inform future development on the product.

## Engagement Details

- A DCE becomes familiar with your systems and teams and provides advisory consulting for MongoDB-related development.
- This engineer helps you achieve issue resolution and provides escalation guidance within MongoDB.
- Your DCE will be your customer advocate within MongoDB.
- Your DCE will hold a progress meeting with your team and your MongoDB account manager to align expectations and set the agenda for future weekly engagements.

## Delivery Approach

- DCE contracts are offered on an annual (50 days per year) contract basis. A DCE is typically scheduled to be available remotely, 1 day a week for 50 weeks. On-site visits and other delivery schedules may be negotiable. For more coverage, additional DCE contracts can be purchased.
- The DCE availability schedule will be negotiated upfront, and revised as necessary depending on the availability of your DCE.
- Business hours are 9am to 5pm in the timezone of the DCE, Monday through Friday, with the exception of holidays observed by MongoDB

# Resources

We are the MongoDB experts. Over 4,300 organizations rely on our commercial products, including startups and more than half of the Fortune 100. We offer software and services to make your life easier. For more information, please visit [mongodb.com](https://mongodb.com) or contact us at [sales@mongodb.com](mailto:sales@mongodb.com).

Case Studies ([mongodb.com/customers](https://mongodb.com/customers))

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Free Online Training ([university.mongodb.com](https://university.mongodb.com))

Webinars and Events ([mongodb.com/events](https://mongodb.com/events))

Documentation ([docs.mongodb.com](https://docs.mongodb.com))

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MongoDB Atlas Database as a Service for MongoDB ([mongodb.com/cloud](https://mongodb.com/cloud))

