



Trusted Tier Support for Secure Environments

Solution Brief

Like organizations in the private sector, government agencies need to enable sustainable innovation and a modern customer experience. That requires a data platform that is well-suited to iteration, combined with cloud-native tools. But few government technologists have experience with these newer data platforms and tools. The need for security clearances makes it difficult, and sometimes impossible, to work with the professionals who could troubleshoot and provide technical support.

Industry drivers

Cloud migration

A May 2021 [Executive Order on Improving the Nation's Cybersecurity](#) instructs the government to “accelerate movement to secure cloud services” as part of an effort to help modernize the government’s approach to cybersecurity.

Talent shortage

Few agencies have developed the internal talent needed to use and support modern data platforms and cloud-native technologies.



cATO (Continuous Authorization to Operate)

To achieve a continuous authorization to operate (ATO), government systems and technologies must maintain their capabilities in a visible, monitored, and cyber secure manner, without interruption.

Need for security clearances

Technologists often lack the security clearances needed to support federal agencies. With the current delays in the clearance process, it can take a minimum of several months, and often a year, to obtain these clearances.

Air-gapped networks

IT departments want to use modern data platforms, but like any users, government teams need support. Few support professionals have experience working in the closed, air-gapped networks common to federal agencies, in addition to in-depth experience using modern data platforms.

How we can help

Clarity Business Solutions and MongoDB have partnered to provide a unique support offering for the public sector: Trusted Tier Support for MongoDB Atlas on GovCloud or MongoDB Enterprise Advanced. MongoDB Enterprise Advanced runs anywhere – on premises, in the cloud, or in a hybrid environment. Clarity’s support engineers are U.S. citizens and U.S. based, with security clearances that support an escalation to on-site support or remote assistance via separate network channels. The result: top-tier professional services for classified networks.

Use cases

New networks, new challenges

Historically, many federal agencies have been working in air-gapped networks, controlling and managing their own infrastructure. As they move to the cloud, they find themselves working in a new way, on new infrastructure.

Few federal agencies would say that managing infrastructure is a core part of their mission – but it’s still necessary and still consumes valuable time and resources. With Trusted Tier Support, it becomes much easier for agencies to outsource management of their infrastructure where appropriate, freeing up staff for more mission-critical work.

Trusted Tier Support can help with:

- New applications/greenfield development
- Application infrastructure upgrades
- Mission critical support
- Daily support
- Application modernization/cloud migration

Speak with a MongoDB representative and get Trusted Tier Support.

IT drivers



Data privacy



Security



Cloud-native tooling



Reliability



Availability



Accelerate innovation

How it works

- Trusted Tier Support engages U.S.-only technical staff, with all the necessary clearances, to provide phone, online, or even on-site support for MongoDB government customers.
- Trusted Tier Support provides continuity between call-in support and support offered by on-site cleared individuals.
- Clarity Trusted Tier Support engineers are tightly integrated with the MongoDB support team and can rely on the expertise of the broader MongoDB engineering organization while ensuring that all necessary details remain confidential.

