schwarz digits

Service certificate

STACKIT MongoDB Flex

Version and start of validity	
Version 1.1	Valid from 2025-09-12

Service certificate | MongoDB Flex

Service name

STACKIT MongoDB Flex

High level service description

The STACKIT MongoDB Flex Service (“MongoDB Flex”) provides managed instances of document-oriented NoSQL database MongoDB. Customers can provision instances of the MongoDB Flex Service in different sizes and use them in applications. The customer can choose between replica set variants that offer resilient operation with a low level of downtime for use in productive environments and single instances, which we do not recommend for use in productive environments. The customer can meet increasing demand with in-place upgrades of larger instances. Automated backups and lifecycle management from STACKIT guarantee the secure operation of the instances of MongoDB Flex Service and saved data. The storage space of the instance is not linked to service variants, enabling the customer to have a more precisely tailored database for their application.

Key features

- Access to instances of document-oriented NoSQL database MongoDB.
- On-Demand Provisioning: Easy and fast provisioning of new service variants of different sizes.
- Simple capacity upgrades using instance upgrades (restriction: adaptation of single instances on replica sets or vice versa not possible).
- Management Dashboard: Self-service management access to the database. Makes planning and performance of updates possible among other factors, backups (modification of existing backup plans, recovery of backups), management, and monitoring of metrics.
- High Availability: Option to use replica sets for increased resilience and reliability.
- Logging and Monitoring: Transmission of logging and monitoring information to defined endpoints.
- Backup: Automatic creation and restoration of backups. The default setting is 14 days. Different time periods can be set by the customer.
- High-Performance Storage Space: Different persistent storage performance classes can be selected. The customer can react to the performance requirements of the application.
- Flexible Storage Space: The storage space can be adjusted without having to use a higher service variant.

Service plans

During the ordering process, the customer has the option to choose from different configurations of the service. These primarily differ in performance or storage capacity.

Metrics

- Billing per hour commenced for each commissioned instance of the MongoDB Flex Service.
- Storage space and backup costs are displayed and billed separately as part of the STACKIT MongoDB Flex Services. Billing per hour or part thereof per gigabyte or part thereof.

SLA specifics

- To achieve the highest possible availability of the MongoDB Flex Service (for example for use in productive environments), the use of replica sets is strongly recommended.
- When using the MongoDB Flex Service as a single instance, the MongoDB Flex Service may become (temporarily) unavailable, especially during maintenance work (e.g., through updates) that STACKIT performs on the underlying platform as well as on the selected instance variants. The use of the MongoDB Flex Service as a single instance in productive environments is strongly discouraged.

Backup

Backup Parameter	Characteristic
Recovery Point Objective (RPO)	6h
Recovery Time Objective (RTO)	6h
Retention Period (RP)	14 days

- A RTO of 6 hours applies to storage capacities smaller than 1 TB. For storage capacities of 1 TB or more, an extension of the RTO of approx. 1 minute for each additional 10 GB or part thereof can be expected.
- By default, instances of the MongoDB Flex Service are automatically backed up according to a schedule stipulated by STACKIT. Customers also have the option to change the schedules, create backups and to restore backups using the STACKIT Cloud Portal in Self-Service.

Additional terms

- Updates of the MongoDB Flex Service are scheduled and performed automatically.
- Monitoring of the available memory and the performance KPIs and the adaptation of backup plans are the customer’s responsibility.
- he instance variants initially selected by the customer cannot be downgraded.
- The initial disk size can be selected independently of the selected instance variant when ordering the service.
- The specified RAM (GB) refers to the RAM provided by the operating system.
- A subsequent block storage capacity expansion leads to a short-term technical unavailability of the STACKIT MongoDB Flex service, even in the case of high-availability instances, which is not included in the agreed availability.
- The customer may not make public any service information or software analysis with regard to the MongoDB Flex Service. (This includes, for example, benchmarking test results, marketing information on MongoDB products or services, product comparisons to customer products, etc.).
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Annex | Exportability

(Online Register)

Data type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (database content)	Data stored by the customer in the database (if available) or within the product/service	Yes	JSON / BSON	mongoexport / mongodump Mongodump is a utility that creates a binary backup of the entire database, ideal for backups and restorations. Mongoexport is a utility that exports selected data from a collection into a human-readable format (JSON or CSV), useful for data analysis or exchanging data with other systems.
User accounts & permissions	Information about users and their permissions	Yes	JSON / BSON	mongoexport / mongodump Mongodump is a utility that creates a binary backup of the entire database, ideal for backups and restorations. Mongoexport is a utility that exports selected data from a collection into a human-readable format (JSON or CSV), useful for data analysis or exchanging data with other systems.
System metrics (instances / resources in use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	Yes	JSON	The data can be viewed via the STACKIT portal and configured and exported via the STACKIT MongoDB API.
	Sizes and capacities *Capacities of the available resources / instances*	Yes	JSON	The data can be viewed via the STACKIT portal and configured and exported via the STACKIT MongoDB API.
System properties (instances / resources in use)	Versions and information necessary to check compatibility	Yes	JSON / BSON	The data is viewable in the portal and via the STACKIT MongoDB API, e.g., currently used DB version. You can also use the "stackitAdmin" role to get detailed version information via the database connection itself and export it.

Product / service-related data (product properties)	Configuration data and source code *Configuration of IT-systems / rudimental IT, settings, customizing, IP's, VLAN, interfaces, software code, scripts*	No. Company confidential STACKIT.	-	-
	Log data (non personalized and personalized) *System-status, technical-events, etc*.	No. Company confidential STACKIT.	-	-
	Log data (non personalized and personalized) *Login/logout of user, user activities*	(API AuditLogs and Instance Auditlogs)	JSON	Auditlog sent to Splunk Splunk is a software platform that collects, indexes, and analyzes large volumes of log data in real time to monitor, search for, and resolve security-related events.