

Data protection in MongoDB managed by OVHcloud

Lessons learned and best practices

 MongoDB |  OVHcloud

 OVERKIZ

 MGDIS®

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PROMO.DEV

 medflex

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OVHcloud MongoDB Managed Services Best Practices Guide

Businesses are facing an increasingly complex technological environment, and IT teams are facing an increasing number of challenges. Switching to a managed cloud service helps address these issues. But databases are at the heart of a company's information system, and choosing a cloud provider is anything but simple. This is illustrated through these five case studies on the OVHcloud Managed Databases for MongoDB solution, along with ten best practices.

To remain competitive, the market requires companies to be increasingly responsive, both in designing and producing new products or services, and in promoting them. In other words, reducing time-to-market calls for greater speed and innovation.

There are many reasons for this development. Firstly, competition has increased and has become more international. The digitalisation of society and the increase in first-mover advantages means that we have to be the fastest on the market by quickly extracting the maximum value from technologies.

But that's not all – other factors are adding complexity. For example, consumers are becoming more demanding about the availability of online services, using them at the times that suit them. If the service is unavailable, they can leave for the competition in one click. Another critical factor is that data regulations are becoming increasingly restrictive. The GDPR in particular requires data security and confidentiality. These regulations also bring new risks, especially the US Cloud Act.

IT teams under pressure

Digital technology is at the heart of all these developments. As a result, IT teams are under stress and must respond to business needs quickly and efficiently, while ensuring high service availability and an optimal level of security to comply with regulations, among other reasons. These challenges become even more complex for growing businesses. Supporting rapid business growth requires amplifying the human and technical capacity of a business while leveraging the best technology currently available. Software publishers are the first to be affected by all these issues.

While the skills and professionalism of IT teams are undoubtedly the first factors needed to overcome all these challenges, they are not always enough. In addition to maintaining IT systems in an operational condition, companies must develop them to keep up with business growth and changes.

Technical teams must also support businesses in their innovation, while innovating in themselves to enrich existing solutions or offer new, flexible and scalable digital services. They also need to stay up to date with a myriad of constantly evolving technologies, and ensure compliance with regulations and standards.

Recruiting talent is not enough – not only because finding the necessary talent can be a challenge, but because integrating these new employees takes time you can't get back. Not to mention that maintaining a team at the highest skill level, while being frequently sought after by operations, is an immense challenge.

Switching to managed services

The cloud is part of the answer. The teams are relieved from part of the production, hardware maintenance, production monitoring and data hosting – not to mention the security of the hardware and technological infrastructures – all of which is run by expert, multidisciplinary, up-to-date and shared teams instead.

Internal teams can then focus on the real added value: the demands of their end customers and business users.

Choosing a European provider guarantees compliance and greatly limits the risks associated with the Cloud Act. Subscribing to managed services, such as database administration, container orchestration and backup, further reduces the IT team's workload, allowing them to focus on designing and building solutions that give their business a competitive edge.

It also avoids the need to invest in advanced training on tools and constantly follow technical developments. These choices also prove to be cost-effective because, on the one hand, there is no need to mobilise resources in anticipation of peak loads, and on the other hand, they allow the company to benefit from the provider's sharing capacities.



Increasing operational reliability and efficiency across all industries

Of course, these changes take as many different forms as there are types of company. Some companies need to comply with even more stringent regulations because they manage sensitive personal data, while others need to support double-digit business growth. How better to illustrate the benefits of cloud and managed PaaS services, than by example?

In the following pages, you will find testimonials from five tech companies who have chosen to have the MongoDB solution deployed and managed by OVHcloud. They cover a wide range of sectors, from e-health and public sector digitalisation to smart homes and smart buildings, customer relations and promotional operations.

Happy reading!

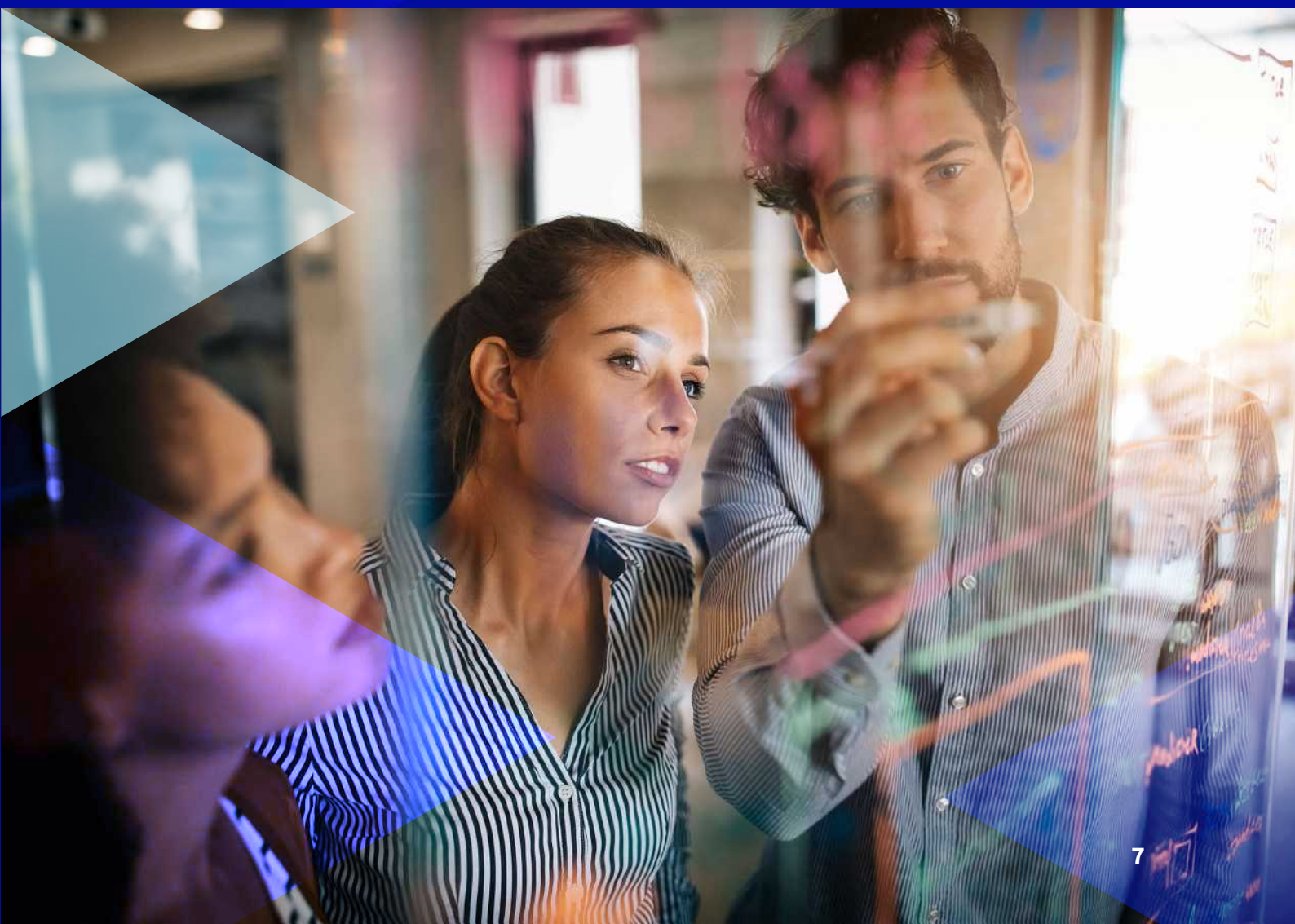
10 Best Practices

Here are some real-world examples of how OVHcloud's services are being used, gathered from feedback from the field. These best practices stem from the use of managed services around MongoDB and other AI, production monitoring and security services.

- Get default high availability for all MongoDB environments
- Start modernising your IT architecture with databases
- Make use of the open-source MongoDB community to guide your technical decisions and benefit from the latest developments
- Make it easier to migrate monolithic applications to microservices with Managed Kubernetes
- Host MongoDB as close as possible to the entire infrastructure for better performance
- Isolate MongoDB databases in a “zero trust” bastion and interconnect them with the entire infrastructure, using the vRack private multi-datacentre network
- When the business is growing rapidly, over-provision its services at the margins
- Follow the MongoDB lifecycle and opt for the latest available major version
- Opt for a level of support adapted to the criticality of your database and its environments
- Use OVHcloud AI services in conjunction with MongoDB to facilitate both learning and operational steps

Testimonial 1/5

IoT expert Overkiz focuses on implementing new software architecture



Context: managing thousands of connected objects

The subsidiary Somfy Overkiz, which specialises in home automation, offers white-label smart home and smart building digital solutions for managing connected objects. The company works with many manufacturers, distributors and promoters, including the Atlantic group, Rexel, Bouygues Immobilier, and the Somfy group itself. Overkiz is active globally and supports its customers across Europe, North America and Asia. It is a member of the Smart Building Alliance, an association of more than 460 businesses in the building and Smart City sector.

Its offering is made up of three parts: boxes compatible with more than 6,000 devices as well as with the main IoT networks (io-homecontrol, Zigbee, Bluetooth, etc.) for the residential market, gateways for the tertiary sector, and finally, a cloud platform dedicated to the collection and processing of data from portals, alarms, heaters, and so on. The company also offers APIs and web services, with the goal to automate devices in order to control and reduce the energy consumption of buildings.

Automation involves actions such as triggering several devices to adjust the heating or close the blinds, depending on the time and temperature. The solution also allows you to define indicators and fine-tune settings based on data analytics.

Challenge: maintain technological control at the best price-performance ratio

Since its creation in 2007, Overkiz's main challenge has been to find a technological solution that can reduce latency to apply to scenarios such as heating settings. Clément Ritter, the company's head of IT, recalls: "We needed to guarantee latencies of about milliseconds. Fifteen years ago, this meant optimising software as much as we could. Of the potential providers at the time, only OVHcloud could bring us such a high degree of server configuration to optimise our services at the lower layers." OVHcloud also offered excellent value for money: tens of thousands of boxes were running on just a handful of servers.

The performance challenge now takes on a new form: to support the sustained growth of the business, which is currently close to one million boxes and with at least 100,000 more expected each year.

In addition to this growth in activity, the company's success in a innovative field has led it to support a growing number of associated devices and services.

The monolithic architecture initially chosen for the cloud platform no longer met its need for elasticity and flexibility. "In 2022, we decided to gradually switch to microservices and outsource the database component management to increase efficiency," explains Ritter.

He continues to explain that even if the primary data collected (e.g. the temperature of a residence) is not initially sensitive, it becomes sensitive once linked to other much

more sensitive data, particularly an address. This makes the data subject to GDPR. “The encryption we implement secures our data, of course, but choosing a European provider with strong data protection commitments is a real advantage,” he adds.

Solution: Outsource production to MongoDB to support business growth

Once the choice was made to switch gradually to microservices, which for now run parallel to the monolith running the cloud, the question arose as to which database would be chosen. True to its open-source culture, the Overkiz IT team asked the community, which recommended the NoSQL MongoDB solution, particularly for its lack of schemas and flexible indexing. “This alternative met our needs and matched our culture, especially for data in the form of documents in JSON format.”

The question of whether to hire dedicated skills for this database, especially to track production, or whether to opt for an SaaS outsourced solution, was also clear. “Doubling teams to keep up with growth is unrealistic,” Ritter adds. Not to mention the difficulty of finding talent, which is still rare for Kubernetes, but is essential for monitoring microservices.

Overkiz opted for OVHcloud’s managed Kubernetes service alongside MongoDB-as-a-Service, thereby protecting its customers against the Cloud Act and other legislation that the Big Five are subject to.

Results: Migrating architecture to microservices without needing to invest in specialised skills

As expected, outsourcing the bulk of production, microservices and MongoDB to a trusted cloud provider went smoothly, and has allowed for a scaled-up team. “A quick calculation: choosing PaaS meant we have only needed to recruit three more employees over the past two years, instead of a dozen if we had to manage everything ourselves,” says Ritter. “It also avoids the need to delve deep into architectural requirements, such as investing in advanced Kubernetes and MongoDB skills. When additional resources, such as a node, are needed, OVHcloud detects, reports, and deploys it.”

Another plus for users with some or all of their infrastructure at OVHcloud is that “the service benefits from the security provided by the vRack, the free OVHcloud private network. It allows you to isolate a MongoDB database from the public network if required.” vRack enables you to interconnect all of a customer’s services, whether they are Bare Metal, Cloud or Hosted Private Cloud.

Overkiz’s final reason for being satisfied is the transparency of prices, meaning they can predict and control their budget, with no surprises on their bill at the end of the month.

Now, the DevOps teams at Overkiz can leverage the Managed Kubernetes Service and Managed MongoDB globally to develop new microservices with confidence. And ultimately, they will replace the “monolith”, the software of its cloud platform, with containers. The company also went for OVHcloud’s off-the-shelf backup and recovery services.

MGDIS can focus on software production thanks to OVHcloud MongoDB managed services



Context: supporting the digitalisation of French public services

MGDIS is a public sector software publisher with 220 employees. Its software and services are used by many French public bodies, from small local authorities to ministries, departments and hospitals. Its solutions cover a wide range of topics, from citizen relations to financial monitoring and grant management.

“We made the switch to the web about 20 years ago,” recalls Anthony Labarre, who manages the technical and software quality division. “The first services were launched online in 2004. The cloud has been gaining traction more recently.” At the same time, client needs have shifted to more decision-making.

And, of course, given the importance of the public sector, one of the major, if not essential, criteria is data sovereignty, confidentiality and security. Choosing OVHcloud came naturally: it perfectly met those sovereignty requirements. And since 2022, MGDIS has been a member of the OVHcloud Open Trusted Cloud Program.

Challenge: accelerate the software lifecycle and meet new regulatory requirements

While the move to the web has made it easier for MGDIS to create version updates, it has also come with an increased demand from customers for quicker access to information. A few years ago, infrastructures and software solutions were finding it increasingly difficult to meet this challenge. One of the problems was with the SQL tables used for both decision-making and operations in business applications. In some cases, user requests technically resulted in the generation of queries with joins between multiple tables. “Operations were often very cumbersome and resulted in excessive waiting times,” says CTO Johan Le Lan.

Another challenge was that clients were asking for more responsiveness to develop new features on MGDIS software. What’s more, French public bodies are subject to an increasing number of restrictive regulations, such as GDPR and, more broadly, everything that falls within the scope of the GDPR (general safety framework). Today, “tenders increasingly require certifications, including the SecNumCloud label, a qualification awarded by ANSSI for cloud providers,” Anthony Labarre says.

These requirements required finding more powerful technical solutions, facilitating the development of new features and meeting increasingly demanding regulations.

Solution: a step-by-step transition to MongoDB as a Service

The transition of MGDIS from unmanaged IaaS to OVHcloud PaaS solutions addressed many of these challenges.

The first technical decision was structural: in 2015, the publisher replaced relational databases with MongoDB to meet production performance needs. “The goal was to facilitate software development by manipulating only JSON formats – and in the process, switch to full stack developers,” says Le Lan. This technical decision to switch to NoSQL also stemmed from functional requirements, namely the ability to store documentary information in a cluster to respond more quickly to requests than with standard databases.

In 2022, the MGDIS IT managers switched to MongoDB’s managed services to build applications: “a natural step facilitated by OVHcloud, which has been a real driving force for our teams,” Le Lan acknowledges. “They are also now used for two software programs in production: the distribution of electronic signatures to our clients, and a dashboard for monitoring the availability of our online services. Other services are also currently being prepared in our teams.”

For these services, the Run teams and developers benefit from MongoDB’s managed services, which reduce the burden of configuration and administration tasks, maintenance, backup, scalability, and security.

“Communications are encrypted and two replications are performed at remote sites. We are considering a third offline replication, to further increase the level of security,” says SRE manager Guillaume Théraud. The solution also meets the publisher’s need for scalability: “it’s quick and easy to add nodes or disk space if needed.”

Results: developers can focus on business value and innovation

In terms of productivity, around 30 MGDIS employees can now focus exclusively on developments that add value to the business. “We respond more quickly to new client requests, such as detecting fraud or facilitating access to new data sources,” Le Lan says. In short, coding is made easier and faster with OVHcloud’s database service.

Beyond projects already in production, “the next step for MGDIS is the SecNumCloud qualification for MongoDB managed services, which will also enable us to migrate our clients’ more sensitive data currently in private cloud mode,” Labarre explains.

The moinAI chatbot entrusts its MongoDB databases to OVHcloud to better protect customer data

{moin}ai



Background: moinAI's smart chatbot is growing across Europe

moinAI is the self-learning AI-powered chatbot solution for corporate customer communication. Whether it's marketing, sales or customer service, moinAI helps respond quickly and efficiently to inquiries 24 hours a day. Depending on the use case, key benefits include improved customer satisfaction and more prospects. Businesses are also seeing higher conversion rates and a reduction in the volume of customer service center requests.

Founded in Hamburg in 2015, it is now a must-have AI chatbot that is used successfully as a SaaS solution by large and medium-sized companies. In Germany, moinAI offers automated customer communication to more than 100 companies. This service handles several million interactions a year and includes a chat widget that can be easily integrated into a customer support website via JavaScript, enabling a user-friendly experience.

To ensure the growth of its platform, moinAI sought cloud infrastructure providers capable of guaranteeing high capacities, managed databases, high data security and protection, and, most importantly, data hosted in Europe.

The Challenge: Meeting the demand for end-customer data sovereignty

Initially, the start-up in Hamburg hosted some of its services at one of the world's hyperscalers. With more and more customers using the chatbot, compliance with data protection requirements has become crucial, as moinAI supports customer communication from several large German insurance companies, who deploy and use their self-learning chatbot. Customers of these companies often provide personal data in the chat window, which means it must be secure and protected.

A few years after its creation, the startup therefore sought out multiple providers, both hyperscalers and smaller German providers with lower computing capacities. In the long term, using two separate providers with different service levels was not a viable solution. To meet this challenge, moinAI began looking for a single provider, capable of hosting AI models and databases including MongoDB, based in Europe and GDPR-compliant. All while ensuring the highest security standards.

Another moinAI requirement is not to manage your infrastructure. "We have eight developers but no DevOps or SysAdmin and I need a solution that allows me to sleep soundly, if you know what I mean," says Florian Nommensen, CEO and CTO of moinAI.

The solution: MongoDB, the corner stone of a comprehensive PaaS architecture, hosted and managed in Europe

After several successful tests with a few providers, the start-up chose the European cloud provider OVHcloud, particularly for the location of one of its datacentres in Limburg, Germany. moinAI therefore migrated all of its instances, Kubernetes, storage, databases and AI models to OVHcloud.

The moinAI architecture is based on a central MongoDB database, with PostgreSQL supported by AI and Redis for cache. “The advantage of MongoDB is that it’s really fast and efficient, and there’s no need to mess with indexing schemes,” says the CTO.

“I appreciate the reliability of the managed MongoDB service, it just works, we haven’t had any incidents so far.”

Finally, Florian Nommensen emphasizes cost control: «We know exactly how much we will spend at the end of the month. Perfectly predictable pricing is great from a business perspective.”

The result: AI as the culmination of a trusted partnership on data

As we’ve seen, using Managed Databases for MongoDB helped moinAI gain reliability and operational efficiency, allowing their development team to focus on delivering value.

OVHcloud’s PaaS architecture supports the publisher’s business growth and load peaks, with millions of customer conversations per year already being supported.

Finally, moinAI uses the entire AI offering within OVHcloud to provide various services. These include AI notebook, AI Training and AI Deploy (for the deployment of algorithms in chatbot-specific use cases).

“We use OVHcloud’s AI services a lot. With AI Training, we can train our own language models in the most cost-effective way,” Nommensen says.

Testimonial 4/5

Promo.dev combines fast innovation with data sovereignty with SNCF luggage labels

PROMO.DEV



Context: reducing the impact of forgotten luggage on trains

At SNCF, forgotten luggage triggers a systematic response from bomb disposal, making it the main cause for train delays. Although baggage labelling is theoretically obligatory on trains in France, only half of passengers comply with this rule. This is partly because it involves making your contact details visible to everyone. Meanwhile, the financial repercussions are high for SNCF.

In 2021, SNCF commissioned Promo.dev, a young, fast-growing publisher of innovative digital solutions, to create and deploy a solution. Nicolas Perraut, co-founder and COO of Promo.dev, summarises the requirements of the project: to impact customer habits as little as possible as well as the agents' work processes, "so as not to inconvenience anyone." And of course, they needed to find an economically viable solution, considering the amount of luggage that needed to be labelled.

Promo.dev opted for a paper label with a Flashcode, which has the advantage of fulfilling all these constraints. "The decision was also made to remain independent from [SNCF'S] IT system, both to move quickly and to avoid any cumbersome procedures in developing a POC and, at a later stage, in interfacing the solution with this IS," adds Perraut.

During the summer of 2022, the first luggage tag experiment with SNCF was noticed by the Ministry of Transport. In view of the results, it decided to roll out the project to all public transporter operators for the 2024 Olympic Games.

Challenge: quickly create a scalable, interoperable solution that respects personal data

Among the project's constraints, Promo.dev had to opt for a solution that could be quickly adapted to on-the-ground feedback "to facilitate an innovative approach," according to Nicolas Perraut. The specifics of the project did not involve the use of powerful infrastructures in terms of computing power.

They did, however, require scalability to support daily activity peaks, especially with the upcoming Olympic Games and the volume of data to come. With all public transport operators combined (SNCF, Transilien, TER), some 5,000 trains carry five million passengers daily.

Similarly, the specific characteristics of each public carrier required flexibility in the design of the database schemas. "Ultimately, the goal is to make it easier to track luggage between different operators," explains Perraut. "This is technically achieved through a data schema that's easy to configure for different companies." The solution should also be able to be operational without requiring an interface with SNCF's IT system, nor with the IT services of other operators in the near future.

As a regulatory constraint, the personal data collected also needed to be stored in a solution that respects GDPR. “We worked on these aspects a lot with the SNCF DPO,” says Perrault.

The solution: making life easier for developers with OVHcloud’s managed MongoDB solution

Using the cloud seemed like an obvious option. With GDPR in mind, the most obvious option was to opt for a sovereign cloud. Promo.dev has already worked with OVHcloud and has technically mastered this environment. “We logically chose this provider,” Perrault adds.

A database had to be chosen together. The application did not require concurrent transactions, or a large number of tables and fields; however, it is expected to host millions of pieces of data. These factors led Promo.dev to choose the MongoDB noSQL database: a database that stores data in document form, which supports high volumes and offers good search performance. “We were already familiar with this database, too,” adds Perrault.

What remained was to find a solution that would lighten the day-to-day work of the Promo.dev developers, who are responsible for developing the API between the Flashcode-linked web application and the database. The OVHcloud Managed Databases for MongoDB service is a Database-as-a-Service that met all of these criteria.

Result: a project in production, ready to scale up to new transport operators across Europe

The application has been in production since the 2022 experiment. Three million labels were distributed in a few stations, 80% of which were filled in. The passenger scans the label with their smartphone and provides their contact information before attaching it to their suitcase. In the event of loss, only the SNCF “sworn” agents who find the baggage can access this data in read-only mode. They can add additional information such as colour and location, train number and carriage number, along with comments to facilitate identification and collection.

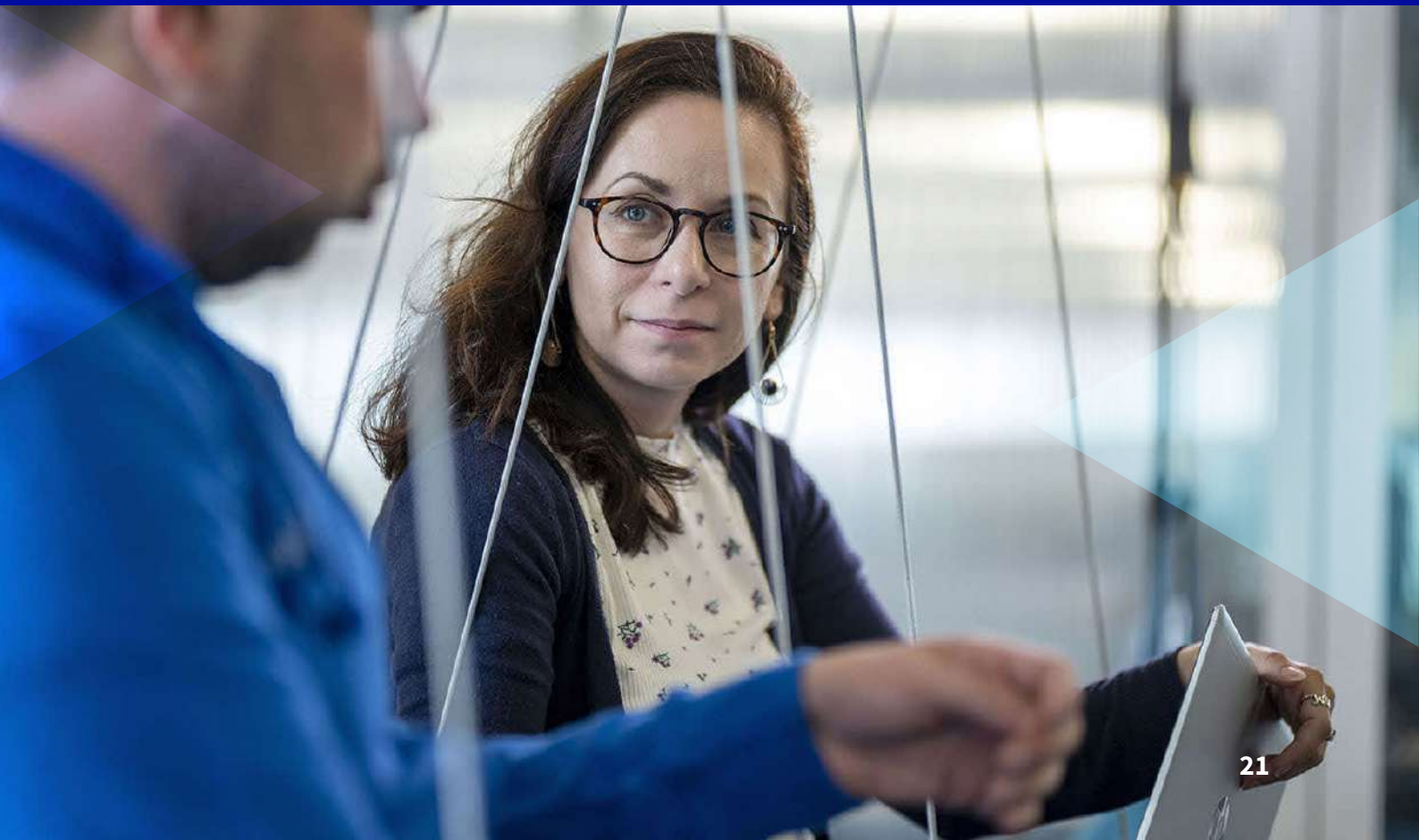
The link with the IT system remains restricted to the phone. “When the agent activates it, the solution simultaneously calls the passenger’s number and the SNCF baggage service’s number. If the former picks up the phone, they are put in touch with the dedicated service to retrieve their property.”

Currently, the data is kept for an unlimited time. The solution is just one building block in a larger action and awareness project for lost luggage that will expand to other transport operators. In terms of architecture, Promo.dev has decided on one database per transport operator. “If the application needs resources, getting three additional nodes requires just one click,” says Perrault. “The managed service relieves us of all maintenance, database

update and backup tasks. We run a front-end load balancer to distribute the load.”

The Devs developed the API that is responsible for the interface between the web app and the SNCF database. To secure data flows, exchanges between the web app, API and database are routed through a dedicated vLAN on OVHcloud’s private network. “Each transport operator will have its own vLAN ,” adds Perraut. In addition to developing and maintaining the APIs for each company, Promo.dev will manage the API responsible for tracking baggage between the transport methods via an interconnection between the different databases. A controlled architecture, which allows you to control both data and costs.

**medflex treats its tools to
streamline communication and
information sharing between
patients and healthcare
professionals**



Background: All-in-one solution for patient communication

medflex is a German medical start-up, also active in Austria and Switzerland. It offers SaaS software to facilitate communication and information sharing between healthcare professionals and patients.

Used by medical centers, clinics, and practices, its software centralizes all patient incoming traffic and structures it via an inbox for easier management. Currently, hundreds of thousands of patients and tens of thousands of healthcare professionals use this application.

These tools, the phone assistant, patient request management, and the medical messenger reduce team workloads and facilitate planning. The solution also includes communication tools, individual and group video consultation, along with medical data sharing, file sending, screen sharing and messaging via Messenger. Healthcare data is subject to strict regulations in the three countries in which medflex operates.

Challenge: Ensure high data privacy and quality during consultations

The first constraint is to comply with healthcare data regulations: this data is considered by the European legislator to be sensitive. The GDPR defines it as follows: “Personal data relating to the physical or mental health of a natural person, including the provision of healthcare services, which reveal information on that person’s past, present or future state of health”.

In technical terms, this means guaranteeing a high level of security and confidentiality. Regardless of the legislation, these points are also essential to establish trust with users. In concrete terms, the tools must remain accessible at all times, particularly during activity peaks, i.e. every working day during business hours. The system must also guarantee efficient access times. It is difficult to imagine doctors waiting to access information or to communicate with patients. The same is true for the quality of communication, sound, and image during teleconsultations.

On the documentary side, medflex supports structured and unstructured data in various formats, consultation reports, medical imaging, photos... which entails finding a solution capable of managing all formats. Finally, these challenges tend to be more difficult to address as the number of medflex users is constantly increasing, which can potentially create bottlenecks.

The solution: A sovereign and secure solution, with a no SQL database

In its early days, medflex started with one of the major cloud providers, which led them to encrypting data to guarantee its confidentiality. In spring 2022, the medical start-up switched to OVHcloud. The goal was twofold: keep a single provider and, above all, be able to host all of the data in Germany in strict compliance with the regulations. The high availability required was based on a mixed approach, combining the automated daily backup to a remote site and a more frequent backup every two hours.

Serverside data confidentiality is ensured by end-to-end encryption (at rest and in transit) performed by OVHcloud. On the software side, the heart of the information system architecture is MongoDB, a NoSQL database perfectly adapted to support all types of data formats, and most importantly, to provide the necessary flexibility in defining databases. Developers can create filtered diagrams and queries to generate a doctor's list of patients or contacts.

The IT system includes several other building blocks, mainly PostgreSQL and ElasticSearch, a powerful search and analysis engine. Medflex uses a micro service architecture in the backend with simplified scaling based on the OVH MongoDB managed services. Kubernetes clusters orchestrate the services and monitoring of these micro-services in production.

Benefits: High availability of services without the need for deeper operational expertise of MongoDB at medflex

The MongoDB solution is well-adapted to medflex's needs. Launching a new database, if necessary, requires only a few clicks. It is also very simple to test a new feature by cloning integration-test databases locally. Promises of security and availability are also fulfilled. If anything goes wrong, medflex can continue to provide the service with close to zero interruption from the backup. As expected, the managed solution saves time for infrastructure employees. The managed version supports database version upgrades, which used to take a few hours per month to medflex.

For medflex the major benefits of these managed services lie elsewhere: although medflex keeps a good level of skills on this tool, it is not necessary to be an expert. When a problem of any kind occurs, license model, updates, incidents.... medflex team just needs to report it to OVHcloud and they get the solution quickly. The quality of the relationship with OVHcloud is very appreciated too : OVHcloud keeps medflex informed on everything concerning their offerings and services transparently and in due time.

These offers allow medflex to continue its rapid growth while maintaining an optimal quality of service. The flexibility of managed services also allows the "Medtech" company to support an increasing number of clients without having to resize internal teams as quickly as they grow.

Acknowledgements

We would like to begin by thanking all of the companies listed, who were kind enough to answer our questions.

We hope that, in these testimonials from our ecosystem of innovative software publishers, startups and tech companies, you have found some ideas that better address all the challenges you face. These experiences highlight our daily work of innovating together with our ecosystem. More than just a technology provider, OVHcloud is committed to being a trusted partner, helping you take control of your technological future and your data. Through our partnership with MongoDB, OVHcloud is proud to bring you the best of user-driven MongoDB technology in our trusted cloud environment.



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