

# Advanced Service and Support



EXPERTISE

# Global Services & Support

In a fast-moving digital world, businesses need to rapidly adapt to meet user expectations and stay competitive.

Akamai's 1900+ industry experts are available across the globe 24/7 for businesses that require strategic expertise, proactive monitoring and responsive troubleshooting.



## TODAY'S CHALLENGES

- Technologies are constantly evolving
- Outside the enterprise's traditional zone of control
- Expertise is difficult to find, hard to develop and to keep up to date
- Improving strategies as new technologies emerge and expand



# Our core capabilities

## Technical Advisory

Enable technical best practices to minimize your business risk.



## Professional Services

Execute your day-to-day with ease, create, test and deploy with experts by your side.



## Problem Prevention

Create more confidence in your operations, prevent issue recurrence.



## Technical Support

24/7 global support to troubleshoot issues and maintain availability and performance.



## Training & Education

Courses and training programs to help users and admins learn industry best practices to maximize the value of the Akamai solutions.



# Akamai Professional Services Products

PERFORMANCE AND  
MEDIA SERVICES

## Plus

Expert assistance and support delivered to promote product adoption and account health

## Advanced

Aligned advisory expertise, and support to guide, enable and mitigate business risk

## Premium 3.0

High-touch engagement deeply rooted in the customer's day-to-day operations

*"Our Services teams are here to make sure our customers maximize their Akamai investments"*

# Advanced Service & Support

*New consolidated mid-tier service solution delivering aligned advisory, service expertise, and support to guide, enable and mitigate business risk*

# Advanced - Key Features

## Technical Advisory

### Technical Advisor

Access to a designed advanced technical advisor to review service reports, assist with the adoption of best practices and provide recommendations.



### Monthly Service Report

Standardized report and monthly meeting that identifies technical risks, feature gaps and best practices related to your supported configuration files.



### Programmatic Health Checks

A key part of your monthly report, Health Checks provide a programmatic check to match the configuration of an implementation with established best practices and discover opportunities for optimization.



### Semi Annual Service review

Comprehensive services deep dive review covering highlights, challenges, deviations, consumption, recommendations.



**Takeway:** aligned advisory and comprehensive services

# Advanced - Key Features

## Professional Services & Training

### Named Akamai Solution Expert

Named Akamai Solution Expert Provides high-value aligned, context based Professional Services.



### Professional Services

Execute your day-to-day with ease and create, test and deploy with an expert team by your side.



### Akamai University

Training programs designed help users and admins industry best practices to maximize the return on their Akamai investment. Includes one seat per year in Akamai University Virtual Classroom Training.



**Takeway:** aligned professional services and scheduled education

# Advanced - Key Features

## Technical Support

### Technical Support

Provide efficient and effective support including unlimited Support Requests for one Customer Team.



### Aligned TSE

Aligned Technical Support Engineer provides context based technical support, to mitigate, solve and help prevent Technical Support issues.



### Enhanced SLAs

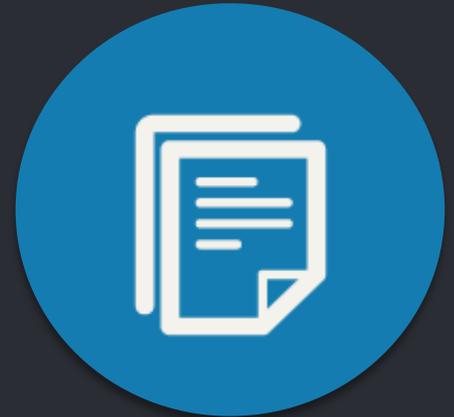
Faster Response time for technical support: 30-Minute Technical Support Service Level Agreement for all Severity one issues.



**Takeway:** aligned advisory and support expertise

# Monthly Service Report

- Service report and check in meeting delivered on a monthly cadence
- Enhanced health & maintenance reporting based on a programmatic health check that is actionable
- Increases collaboration and productivity with your account team



# Programmatic Health Checks\*

## Feature Gap Analysis

Displays adoption status of critical features to innovate further with Akamai

## IPv6 Adoption

Catalogs which host names have addresses from the latest Internet Protocol (IP)

## Property Manager Adoption

Displays configurations set up for self-serviceability and agile deployment of Akamai's newest products and features

## H2 Adoption

Displays HTTP/2 enablement to identify all properties to improved performance, security, and browser support with H2

## SSL Certificates

Provides certificate status and expiration to avoid negative impact to the business and users

## Domain Mapping

Catalogs hostnames mapped to Akamai CDN and identifies opportunity for unmapped hostnames

## Secure Delivery Adoption

Identifies properties that are not being securely delivered over HTTPS

## Fast DNS Adoption

Detects top level domains protected by FastDNS to ensure availability

## KSD Adoption

Displays protected host names and identifies maintenance opportunity

*\*Health Checks are delivered via the Monthly Service Report*

# Semi-Annual Service Review

- Deep dive service report and check in meeting delivered twice per year
- Enhanced health & maintenance reporting based on a programmatic health check that is actionable
- In depth analysis of your service history and traffic with best practice recommendations
- Increases collaboration and productivity with your account team



# Professional Services

- Named Akamai Solution Expert to provide high-value aligned, context based Professional Services.
- Access to professional services to assist with configure, maintain, and optimize configurations.



# Technical Support

- Access to an Aligned Technical Support Engineer familiar with Customers technical architecture.
- Faster Response Times from the Akamai technical support team
  - 30-minutes Service Level Agreement for all Severity one issues





# Performance & Media Services

THEME	FEATURE	PLUS	ADVANCED	PREMIUM 3.0
Technical Advisory	Monthly Service Report	✓	✓	✓
	Account Check In	x	Monthly	Monthly
	Service Review	x	✓ 2x/year	✓ Quarterly
	Business Solution Assessments	x	x	✓ 2/year
	Technical Advisor	x	✓	✓
Implementation Services	Technical Project Manager	x	Add-on feature	✓
	Named Akamai Solution Expert	✓	✓	✓
	Professional Service Hours	✓ 18 hours/quarter	✓ 30 hours/quarter	✓ 120 hours/quarter
	Change Requests	Business Hours Support	Business Hours Support	24x7 1 business day TTR
	Weekly Project Reviews	x	x	✓
Technical Support	Aligned Technical Support Engineer	x	✓	✓
	Luna Alerts	✓	✓ With configuration	✓ With configuration
	24/7 Issue Response	✓ S1<1 hr	✓ S1<30 min	✓ S1 <15 min
	24/7 Advanced Monitoring	x	x	✓
Proactive Monitoring	Health Checks	✓ 3 configs*	✓ 5 configs	✓ 10 configs
	Classroom Training	x	x	✓
Education	Virtual Training	✓	✓	✓