

Plus Service and Support



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.



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"

Plus Service & Support

Expert assistance and support, delivered to promote product adoption and health of your Akamai configuration

Plus - Key Features

Technical Support

Monthly Service Report

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



Programmatic Health Checks

A key 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.



Technical Support

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



Enhanced SLAs

Faster Response time for technical support
60- Minute Technical Support Service Level Agreement for all severity one issues.



Takeway: leveraging expert assistance and aligned advisory

Plus - Key Features

Professional Services & Education

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

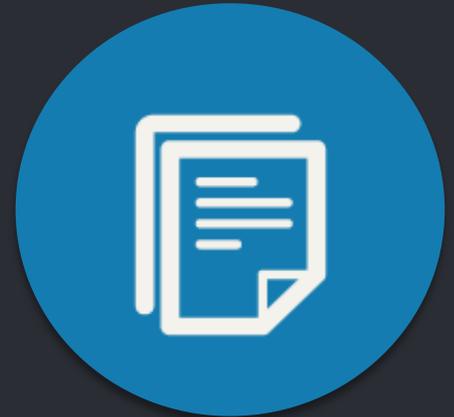
Training programs designed help users and admins industry best practices to maximize the return on their Akamai investment.



Takeway: aligned professional services and scheduled education

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*

Technical Support

- Include unlimited Support Requests for one Customer Team
- Response time, Enhanced Service Level Agreement (SLAs)
 - 60-minutes for Severity 1 issues



Professional Services

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





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	✓ (limited)	✓
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	✓ 20 configs
	Classroom Training	x	x	✓
Education	Virtual Training	✓	✓	✓