



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.



# —○ Enterprises are feeling the pain

Applications, employees and data are moving to the cloud

Outside the enterprise's traditional zone of control

Security, privacy and performance must be addressed by organizations

Improving strategies as new technologies emerge and expand



# MARKET NEEDS

Enterprise customers do not have the security knowledge or/and resources to stay on top of evolving threats

Enterprise customers need to make sure their configurations and posture are aligned to best practices

Require actionable recommendations to ensure that they are responding correctly to threats

As the security landscape evolves, products evolve and customers expect their posture to evolve too.

# WHY IT'S IMPORTANT

## Threats are evolving

Named Akamai expert aligned to the customer business to keep the security solutions updated

## Actionable recommendations

Reviews are provided to make sense of activity on the customers infrastructure to help protect enterprise solutions

## Maintain a strong security posture

Customers need a champion who understands EAA/ETP and understand their business initiatives

## Best practices

Assistance and support to make sure configurations and posture are aligned

Ensure that enterprise customers are protected and supported during their adoption and post initial integration

We make it easy to implement and maintain  
the power of Akamai's Enterprise Security Solutions

# AKAMAI SERVICES FOR ENTERPRISE

The world's largest and most trusted cloud delivery platform

a **people-driven strategy**

for businesses that require

**human intelligence to respond to evolving threats**

delivered by product and industry experts we offset

business

risk and keep customers protected.



# AKAMAI SECURITY & ENTERPRISE SERVICES

*Akamai's security & enterprise services provide industry leading expertise to help your business stay on top of your security posture and ahead of the changing threat landscape.*

## SECURITY SERVICES

### Security Optimization Assistance

Expert assistance to optimize and maintain the Akamai Cloud Security Solutions

### Readiness & Response

Prioritized access to Akamai Security experts for advisory support to extended bot protection and direct access to Akamai's SOCC

### Managed Security Service

Akamai's flagship Security Service for customers seeking to offset business risk and keep their business protected 24/7

# Security Services Packages

## RELY ON OUR EXPERTS



### Zero Trust Assessment

Understand the current environment, benchmark to reference architecture and make recommendations



### Standard Integration

Single Product, Scope limited



### Security Optimization Assistance

Stay on top of your security posture and keep up with the changing threat landscape, product evolution and changing business priorities.



### Managed Integration

Define and address Application Access

*Experience, advice and support are critical elements when it comes to identifying, containing and protecting your business from new threats*



**SECURITY OPTIMIZATION ASSISTANCE  
FOR EAA & ETP**

# Security Optimization Assistance for EAA and ETP

*Enabling your business to keep up with evolving threat landscape and changing business priorities **by leveraging reviews and security configuration assistance delivered by an Aligned Security Solutions Expert at regular intervals for EAA and ETP products***



Follows the overall features of SOA with two primary components:

*Enterprise Security Reviews*

*Configuration Assistance*

# Key Features



## NAMED AKAMAI SOLUTION EXPERT

Experts that will work with you within the context of your business and assist with onboarding, ongoing maintenance and consultation for Enterprise Products



## ENTERPRISE SECURITY REVIEWS

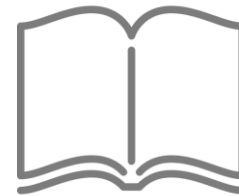
Periodic reviews of Akamai security configurations:

- Enterprise Threat Protector (ETP) Review
- Enterprise Application Access (EAA) Review



## SECURITY CONFIGURATION ASSISTANCE

24 hours per Quarter available for flexible use: Consultative support, Optimization recommendations, Troubleshooting and Training



## PRE ONBOARDING

Continue to onboard new applications onto the Akamai platform to accelerate managing risks and threat posture

**Mitigate  
Business Risk**

**Stay  
Ready**

**Cut  
Costs**

**Stay  
Ahead**

