

MANAGED KONA SITE DEFENDER

Services and Support Overview

Staying ready,
monitoring and
mitigating
attacks, and
understanding
incidents comes
with challenges



Managed Kona Site Defender

Maximize your defense to stay ahead of security threats



SOLUTION

Solving today's most complex security challenges with advisory, extensive expertise, deep visibility, and best-in-class 24/7 DDoS and web application attack mitigation.

Why Managed Kona Site Defender?

- ✓ 24/365 Security Monitoring
- ✓ 24/365 Attack Mitigation
- ✓ A strong security posture with reviews and tuning from Akamai experts
- ✓ A named, Managed Security Advocate
- ✓ Recommendations to protect against the evolving threat landscape

Best-in-class experts backed by

**MASSIVE
SCALE**

300-500x

Platform can handle well beyond the largest DDoS attack

**EXTENSIVE
EXPERIENCE**

150+

Security experts, mitigating attacks on Akamai's turf

**INNOVATIVE
SOLUTIONS**

20

Nearly 20 years of stopping attacks with product, intelligence and people

AKAMAI SECURITY SERVICES

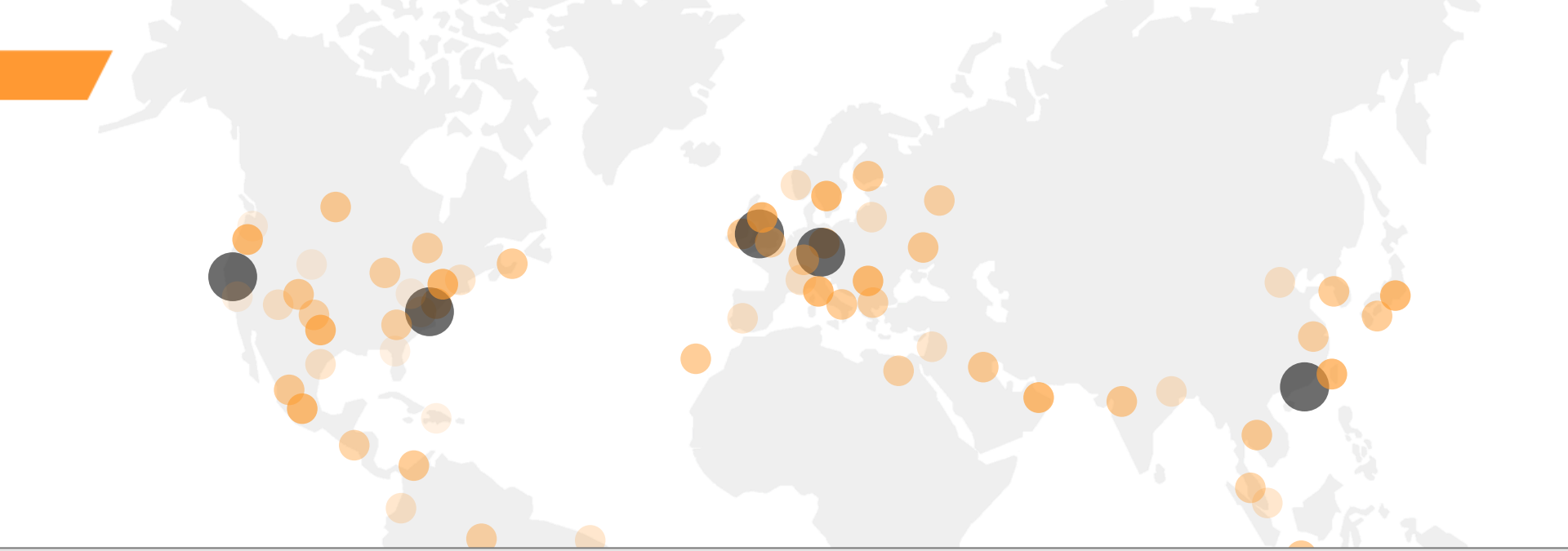
Akamai's Security Services provide

a people-driven security strategy

for businesses that require

**security posture evaluation, rule analysis and customization, and
human intelligence to respond to evolving threats**

delivered by product and industry experts to offset business risk and keep our customers businesses protected.



Managed Security Services

- Ongoing evaluation of application security posture
- WAF rule analysis and customization
- Real-time analysis of attack vectors and multi-dimensional security threats

Security Operations Center

- Human intelligence to respond to evolving threats
- Monitor effectiveness of attack mitigation
- Customer communication and coordination
- Global 24x7x365 coverage

Akamai Global Security Services at-a-glance



24x365

Security Operations Centers monitoring & mitigating attacks

5

Global locations and over one hundred security experts

200+

Security certifications including: CISSP, GSEC, GIAC, CISA, CEH, GWAPT, GPEN and MSIS

WITH OR WITHOUT THE SOCC CAN THEY GO IT ALONE?



24/7

OPERATION IN 5
LOCATIONS

150+

EXPERTS ACROSS
THE GLOBE

11.5K

ATTACKS PER YEAR

SPEED AND SCALE

Over a decade stopping attacks at the edge

Mitigate an attack roughly every 45 minutes

Rigorous training on an ongoing basis

WITH OR WITHOUT ADVOCACY

THE MANAGED SECURITY ADVOCATE

**A SINGLE STRATEGIC AND CONSULTATIVE
PARTNER**

THE FULL VALUE OF MANAGED SERVICES

A holistic view of our solutions and customer business context

Continuously demonstrate Akamai's value

A people-based approach for proactive and reactive success

COMPARE PACKAGES

	Security Optimization Assistance	Managed Kona Site Defender
<i>Security Services Detail</i>	Expert assistance to maintain Akamai Security Solutions	Focused engagement to offset business risk and keep your business protected. Includes 24/7 proactive monitoring and attack mitigation.
<i>Available for</i>	Kona Site Defender, Bot Manager, PLX	Kona Site Defender
Capabilities		
<i>Staff Type</i>	Product Expert	Product and Industry Expertise, Security Advocate
<i>Engagement Model</i>	As needed	Daily or Weekly
<i>Policy Reviews</i>	Included	Included
<i>Non Emergency Configuration Assistance</i>	Included	Included
<i>24/7 SOCC Access</i>	Available	Prioritized
<i>24/7 Emergency Response Line</i>		Included
<i>Emergency Configuration Assistance via SOCC</i>		Included
<i>Attack Preparedness</i>		Included
<i>In-Depth Reporting</i>		Monthly and Post Incident
<i>Proactive Monitoring</i>		Included

Complement your organization

SECURITY SERVICES



MANAGED KONA SITE DEFENDER

WHAT'S INCLUDED

Managed Kona Site Defender

Solves key challenges

Challenges

We Deliver

Mitigate Business Risk

A proactive website and web application security strategy

Cut Costs

Access to experts, Akamai's 24x365 SOC monitoring & configuration assistance

Stay Ready

Akamai's 24x365 monitoring, support, and ongoing reviews and drills

Stay Ahead

Monthly reports and "after action" reports

Akamai Security Services

Managed Kona Site Defender

Managed Security Advocate

Access to named security expert

Ongoing recommendations

Attack Readiness

Threat Update Reviews

Security configuration Assistance

Table Top Attack Drills

A proactive
fully managed
security service
to protect your
business critical assets

Monitoring & Attack Support

24x365 Security Monitoring

Attack Support

Security Activity Reporting

Monthly Solution Report

Security After Action Report

Managed Kona Site Defender

Fully Managed Experience

Managed Security Advocate



Attack Readiness



Monitoring and Attack Support



Security Activity Reporting



Named Security Expert

Non-emergency configuration assistance

24x365 SOC Security Event Monitoring

Monthly Solution Report

Meeting Cadence

Threat update reviews

24x365 emergency configuration assistance

Security After Action Support

Table-top attack drills

Response SLAs

Why Companies Choose Akamai Security Services

A Focus on Users for Pearson Education:

“We’re not in the business of servers and infrastructure we want to focus on user experience... Among the host of providers and vendors I look at – Akamai Services and Support is at the top”.

- Chris Messner- Director, Technology Family Education Network, Pearson

Pursuing Global Growth for MailChimp:

“Partnering with Akamai on attack prevention allows us to move fast and focus on pushing out new product features to our customers.”

— Joe Uhl, VP of Operations, MailChimp



Managed Kona Security Services

Attack readiness

Non-emergency configuration assistance (9-5 M-F)	Included
Threat update review	5x per year for five policies(+1/year per add'l policy)
Tabletop attack drills	2x per year
Customer cadence meetings	Bi-weekly (2x per month)

Attack support

Security event monitoring (24x365)	For DDoS and web application attacks
Emergency configuration assistance (24x365)	For DDoS and web application attacks
Service-level agreements	Response SLA (30 min. for Sev.1 incidents)

Security Reporting

Managed solution report	Monthly
Security “after action” report	Included after every confirmed attack

Managed Security Advocate

Named expert with knowledge of the threat landscape and your security and business challenges	Included
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Deep visibility, round-the-clock monitoring, and expert mitigation for a truly managed experience.

1

Expert practitioners and state-of-the-art facilities.

Security expertise is scarce.

And costly. Dedicated full time staff, a Global SOCC with 5 locations around the globe with ongoing training, technical support and ongoing product innovation.

2

Setup specific to your needs

No two environments are the same.

We learn your business & goals to properly configure and tune Kona Site Defender solution

2

24/7 round-the-clock coverage

Certified, experienced practitioners, available round-the-clock.

Simply keeping your organization protected and operating with greater effectiveness can be achieved by augmenting Akamai Security Services to your existing operation.

Customer Use Case: Defending a DDoS attack

Situation

- A hacktivist organization released a video threatening to attack a government agency website in APAC
- Akamai discovered a spike in traffic and anomalous behavior with 17,000 requests/second
- SOCC conducted false positive analysis, confirmed & reported the attack

Attack Mitigation & Reporting

- Analyzed malicious requests and adjusted rules in rate control thresholds
- Made customizations to the customer's WAF configurations to block at the Akamai Edge
- Kept customer's infrastructure protected and websites accessible to users
- Presented a report with details including: request origin, nature of attack, actions performed, and recommendations to prevent similar future attacks

INDUSTRY

Public Sector

KEY BENEFITS

- ✓ Maintain readiness against attacks
- ✓ Receive 24X7X365 attack mitigation support
- ✓ Keep up with the changing threat landscape
- ✓ Ongoing security monitoring