Plus Service and Support

Akamai
Experience the Edge

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.

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AKAMAI
AU
UNIVERSITY

Akamai Professional Services Products

PERFORMANCE AND MEDIA SERVICES

Plus

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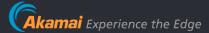
Advanced

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"

Akamai *Experience the Edge*

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 your account team

Akamai Experience the Edge

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

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Technical Support

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

Akamai Experience the Edge

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
Proactive Monitoring	24/7 Advanced Monitoring	x	x	
	Health Checks	3 configs*	5 configs	20 configs
Education	Classroom Training	x	x	
	Virtual Training			