

Readiness and Response Service

Product Overview

AGENDA

- Self service challenges
- A new approach to security operations
- Overview of Readiness and Response Service
- Deliverables walk-through

SELF-SERVICE CAN BE CHALLENGING



**NEED FOR-IN HOUSE
SPECIALISTS**



**LACK OF VISIBILITY INTO
THE EVOLVING THREAT
LANDSCAPE**



**KEEPING UP WITH
SPEED & FLEXIBILITY OF
ATTACKERS**



**OPERATIONAL COSTS OF
INFRASTRUCTURE AND
MAINTENANCE**

Introducing **READINESS AND RESPONSE SERVICE**

Designed for organizations that want guidance on their bot strategy, to close security operation gaps, and have peace of mind they're covered to efficiently manage incidents and focus on their business.

Named Akamai Solution Expert

Seasoned practitioners with deep visibility and threat landscape knowledge



Advisory Services

Strategic recommendations based on in-depth reviews of your bot traffic and configurations



Implementation Services

Resources to implement configuration changes regularly



Security Event Management

Prioritized SOC support and mitigation for security events



Readiness and Response Service

Advisory services

Security Service Review	3x/year included
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Implementation Services

Non-emergency configuration assistance (9-5 M-F)	24 hours/quarter
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Named Akamai Solution Expert

Named expert with knowledge of the threat landscape and your security and business challenges	Included
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Security Event Management

Emergency response line (24x365)	Included for observed bot related security events
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Emergency configuration assistance (24x365)	Included for observed bot related security events
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Security event recap	Included, sent via e-mail after observed bot related security events
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Named Akamai Solution Expert

HOW IT WORKS

Your Named Akamai Solution Expert

Your primary point of contact to facilitate in seamless delivery



- Assists in the development of your bot strategy strategy
- Understands your setup and business objectives
- Deep customer engagement and industry expertise
- Knowledge and insight to enhance the value of your Akamai investment

Advisory Services

HOW IT WORKS

Security Service Review

Scheduled in-depth reviews to strengthen your bot strategy



- Review of setup and alignment with business goals
- Bot traffic analysis
- Bot Manager configuration review
- Strategic recommendations

Implementation Services

HOW IT WORKS

Security Configuration Assistance

Periodic tuning to ensure a strong security posture in today's threat landscape



- Ongoing access to experienced practitioners
- Allocated quarterly hours
- Aligned with recommendations from each Security Service Review

Security Event Management

HOW IT WORKS

Security Event Management

24/7/365 customers can escalate incidents directly Akamai's Global Security Operations Center



- 1 Customer escalates observed event to Akamai
- 2 Experienced security specialists perform analysis
- 3 Make recommendation and mitigate issue
- 4 Provide recap and impact summary

Why customers

CHOOSE AKAMAI SECURITY SERVICES

To focus on their users

“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*



To pursue global growth

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

*Joh Uhl
VP of Operations*





QUESTIONS?