# 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



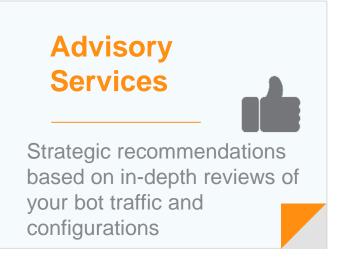
OPERATIONAL COSTS OF INFRASTRUCTURE AND MAINTENANCE

### 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.









# Readiness and Response Service

Advisory services	
Security Service Review	3x/year included
Implementation Services	
Non-emergency configuration assistance (9-5 M-F)	24 hours/quarter
Named Akamai Solution Expert	
Named expert with knowledge of the threat landscape and your security and business challenges	Included
Security Event Management	
Emergency response line (24x365)	Included for observed bot related security events
Emergency configuration assistance (24x365)	Included for observed bot related security events
Security event recap	Included, sent via e-mail after observed bot related security events



# 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 HOWIT 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



- Customer escalates observed event to Akamai
- Experienced security specialists perform analysis
- Make recommendation and mitigate issue
- 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 Mail Chimp.





















# QUESTIONS?