

# Advanced Service and Support

Aligned advisory expertise



At Akamai, we see a world of unimagined potential, all enabled through the unique power of the Akamai Intelligent Edge Platform. Advanced Service and Support help you use that power to gain the agility you need to accelerate and secure your hybrid-cloud world – and own your digital future.

## Advanced Service and Support

Advanced Service and Support delivers aligned advisory expertise and support to guide, enable, and minimize your business risk. The service helps you close visibility gaps, uncover problems, and discover opportunities for optimization.

### Key Features



#### Technical Advisor

Your designated advanced technical advisor is available to review service reports, assist with the adoption of best practices, and provide recommendations.



#### Monthly Service Report

These standardized reports and monthly meetings identify technical risks, feature gaps, and best practices related to your supported configuration files.



#### Programmatic Health Checks

Health Checks, a key part of your monthly report, programmatically matches your implementation's configuration with established best practices, and identifies opportunities for optimization.



#### Semi-Annual Service Review

Get regular, comprehensive deep dives into highlights, challenges, deviations, consumption, and recommendations regarding your service.

### BENEFITS TO YOUR BUSINESS

- **Expert assistance** in the adoption of best practices and to provide recommendations
- **Deep visibility and insight** into core services and important properties, from the brand down
- **Improved efficiency** to scale – made possible by a consistent portfolio and reduced complexity
- **30-minute response time** to critical technical support issues
- **Access to professional services experts** who can help configure, maintain, and optimize your setups
- **Training to maximize** the return on your Akamai investments

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### Named Akamai Solution Expert

Gain a single point of contact for high-value, aligned, context-based professional services.



### Professional Services

Tap into Akamai's team of specialized Internet experts, available to help you leverage all the features and functionality of Akamai solutions, and keep your configuration, tuned for peak performance.



### Technical Support

Gain efficient and effective production support, including unlimited support requests for one customer team.



### Aligned Technical Support Engineer

Work with an engineer who can provide context-based production support, to mitigate, solve, and help prevent technical support issues.



### Enhanced SLAs

Enjoy faster response time for technical support, including 30-minute technical SLA for all Severity 1 issues.



### Akamai University

Take advantage of training programs designed to help users and admins learn industry best practices and maximize the return on your Akamai investment in Zero Trust, DevOps, Bot Manager, Kona Site Defender, Web Performance, and other Akamai services.



Akamai secures and delivers digital experiences for the world's largest companies. Akamai's intelligent edge platform surrounds everything, from the enterprise to the cloud, so customers and their businesses can be fast, smart, and secure. Top brands globally rely on Akamai to help them realize competitive advantage through agile solutions that extend the power of their multi-cloud architectures. Akamai keeps decisions, apps, and experiences closer to users than anyone – and attacks and threats far away. Akamai's portfolio of edge security, web and mobile performance, enterprise access, and video delivery solutions is supported by unmatched customer service, analytics, and 24/7/365 monitoring. To learn why the world's top brands trust Akamai, visit [www.akamai.com](http://www.akamai.com), [blogs.akamai.com](http://blogs.akamai.com), or @Akamai on Twitter. You can find our global contact information at [www.akamai.com/locations](http://www.akamai.com/locations). Published 06/19.