Broadcast Operations Command Center

Offload broadcast stream management to Akamai experts

The fast-evolving media broadcast industry is characterized by multiscreen environments, devices, and a wide array of channels. With an unprecedented focus on delivering consistent stream quality, reliability, and availability of over-the-top (OTT) media, broadcast operations teams are limited by lack of visibility into content delivery networks.

Optimize Streams for Your Users' Many Devices

The Akamai Broadcast Operations Command Center (BOCC) is designed with modern-day users' expectations in mind and delivers a proactive solution to maintain and improve the quality, reliability, and availability of your media streams. It is a perfect companion for Live Linear streams consumed across numerous screens.

Key Capabilities

Akamai BOCC is a managed solution designed for customers looking to offload (or supplement) proactive monitoring, alerting, live support, and mitigation for their OTT video streams. It provides direct access to Akamai media experts who have unprecedented network visibility and offer hands-on assistance when there is a need. This service is comprised of five key features:

Proactive 24/7 Stream Monitoring by Media Experts

Akamai's team of media experts leverage the state-of-the-art BOCC facility to keep a constant watch on your streams. These media experts employ proactive monitoring, custom alerting, synthetic testing, and third-party tools to evaluate stream quality and ensure availability. Each BOCC-supported component in the broadcast workflow is monitored for availability, correctness, and performance.

BENEFITS TO YOUR BUSINESS

- Proactive, real-time, 24/7 monitoring and mitigation to address stream quality and availability issues

- Deeper insights into your media set-up and best practice recommendations for optimization

- Round-the-clock access to Akamai media experts for assistance

- High quality of service through detailed component level reports and quality metrics

- Enhanced live event coverage and reporting for your most important events

- Minimized operational costs via offloading management of your media streams to Akamai

Alerting and Mitigation

Advanced monitoring tools and industry-leading experts are continuously at work to help detect any degradation in stream quality before it impacts end users. The active monitoring is supported by automated alerting for system component availability, content quality, and audience experience. The BOCC team will notify you of any such alerts and implement procedures to restore stream quality.

Akamai BOCC offers service-level agreements (SLAs) for time to respond and time to notify, ensuring rapid detection, alerting, and mitigation of issues. You will also receive personalized playbooks for livestreaming events as well as reporting on alert and case volume, severity, and frequency.

Direct Access to Media Experts

Akamai BOCC will provide you with direct, ongoing access to Akamai Media experts, who empower the most-advanced media brands globally. Akamai Media experts have unparalleled understanding of streaming video technology and networking technologies. These high-speed data miners are ready to support you 24/7, should you need them.

Periodic Reports, Insights, and Recommendations

You'll receive broadcast summary reports that offer insights and understanding into the state of your Akamai media infrastructure. Our experts will help you understand the findings in these reports and share best practice recommendations for prevention and optimization.

Live Event Monitoring

In addition to 24/7 monitoring, BOCC includes coverage for one livestreaming event per month. This is applicable for media events up to four hours long, with up to one million concurrent viewers. A designated Akamai media operations expert will engage with you to ensure event preparation and fluent execution. This will include configurations updates, capability assessment, escalation procedures, testing, health check, eyes-on-glass monitoring, alerting, and mitigation. You'll also receive a post-event summary report along with recommendations for preventing similar issues and improving quality.