

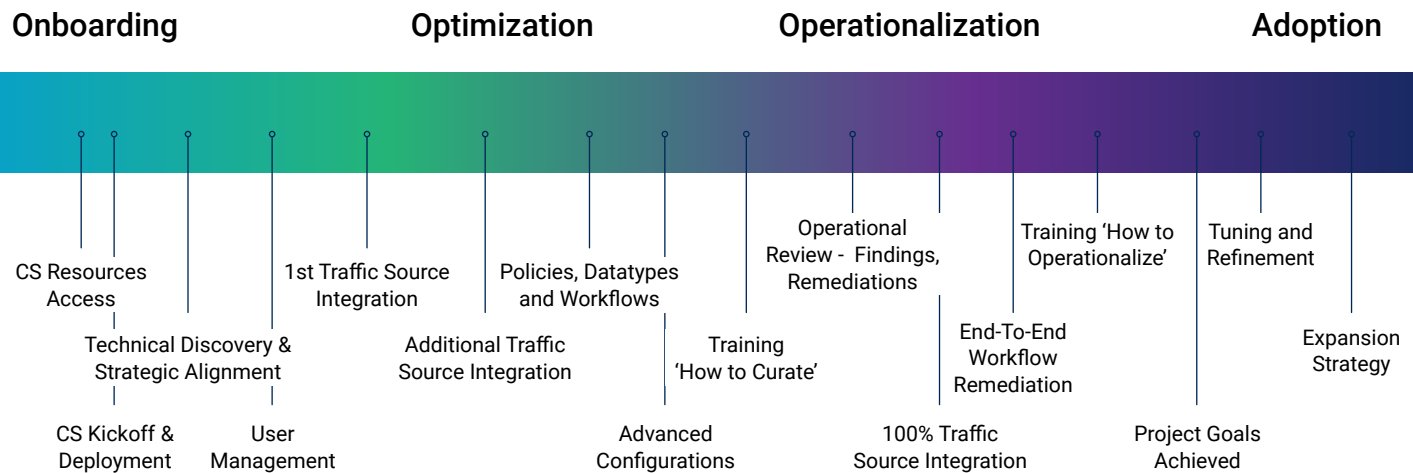


# API Security Customer Success and Support

Akamai provides more than traditional customer success - we are your best advocate and your technical partner. Your satisfaction is our compass, and your success is our ultimate reward.

## Your success is our mission

At Akamai, our mission is defined by fostering technical excellence and achieving optimal outcomes for our customers. This commitment is structured around the following principles:



### Seamless Platform Onboarding

Our primary objective is to expedite your onboarding onto Akamai's API security platform, ensuring a frictionless transition.



### Solution Optimization

We provide comprehensive technical training and optimal product usage guidance so you can maximize your investment.



### Dedicated Technical Advocacy

We shoulder the responsibility of not only addressing issues and concerns but advocating for your technical interests.

## Technical Support

At Akamai, we understand the importance of seamless business continuity. That's why we're proactive in safeguarding your operations with our Service Interruption Monitoring. Our vigilant team is on standby 24/7, ready to detect and address potential disruptions before they impact your business.

Each support case is handled promptly and governed by the following Service Level Agreement parameters:

Security Levels	Severity Description	Response Time (standard tier, business hours)	Response Time (premium tier)
<b>Critical</b>	System is inoperable	2 hours from confirmation; efforts to correct problem begin immediately and continue throughout resolution.	30 minutes from confirmation; efforts to correct problem begin immediately and continue throughout resolution.
<b>Highest</b>	System is operable but major product features and functions are not operable	4 business hours; efforts to correct problem begin within same business day.	2 hours from confirmation; efforts to correct problem begin within 3 hours.
<b>High</b>	System is operable but major product features and functions are not performing properly	8 business hours; efforts to correct problem begin next business day.	4 hours from confirmation; efforts to correct problem begin within 8 hours.
<b>Medium</b>	System is experiencing minor operational problems	Item to be evaluated as part of roadmap / release plan.	8 hours from confirmation; efforts to correct problem will be evaluated for the next release in next patch or release.
<b>Low</b>	Low cosmetic or non-critical issues	Item to be evaluated as part of roadmap / release plan.	12 hours from confirmation; efforts to correct problem will be evaluated for the next release in the next patch or release.

# Team roles & responsibilities



## Technical Account Manager

The Technical Account Manager (TAM) serves as a peer to the customer's security engineers, establishing a collaborative partnership that ensures the alignment of our solutions with their security infrastructure.



## Customer Success Manager

The Customer Success Manager (CSM) acts as the orchestrator of the entire engagement, leading efforts to conduct comprehensive QBRs, define success plans, and establish key performance indicators (KPIs).



## Customer Deployment Engineer

The Customer Deployment Engineer (CDE) is adept at navigating the technical intricacies of deployment. This role specializes in technical solution design, streamlined deployment, platform configuration, and data optimization.



## Technical Support Engineers

Technical Support Engineers (TSEs) are the customer's dedicated technical troubleshooters. They offer Tier 1 and Tier 2 support, addressing inquiries and challenges with a deep understanding of our solutions.



## Solution Architect

The Solution Architect (SA) understands the context of the customer's needs and crafts solutions that seamlessly integrate into their environment to enhance operations and value.

## About Akamai Security

Akamai protects your customer experience, workforce, systems, and data by helping to embed security into everything you create — anywhere you build it and everywhere you deliver it. Our platform's visibility into global threats helps us adapt and evolve your security posture — to enable Zero Trust, stop ransomware, secure apps and APIs, or fight off DDoS attacks — giving you the confidence to continually innovate, expand, and transform what's possible. Learn more about Akamai's cloud computing, security, and content delivery solutions at [akamai.com](https://akamai.com) and [akamai.com/blog](https://akamai.com/blog), or follow Akamai Technologies on [X](#), formerly known as Twitter, and [LinkedIn](#).

