



Enhanced Compute Support

Summary

Enhanced Compute Support is designed to improve the support experience for cloud compute customers by offering expert assistance, faster response times when opening a support request, and a centralized support team.

Key features

Enhanced SLAs

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






24/7 priority support

Prioritized compute support and incident response to provide support for your business around the clock

Centralized compute support team

Gain efficient and effective production support by experienced technical experts with in-depth knowledge of compute products, ensuring quicker and more consistent troubleshooting

Benefits for your business

-  Gain peace of mind with a guaranteed response from Akamai within the promised time frame
-  Get a jump start on issue resolution with faster response from Akamai
-  Meet your internal SLAs with help from Akamai's Compute Support team
-  Minimize time to react to technical issues or disruption with cloud computing services, and enhance business continuity
-  Extract maximum value from your Akamai investment

Interested in learning more about Enhanced Compute Support?

[Contact your sales representative today.](#)