

AKAMAI PRODUCT BRIEF

Advanced Service and Support

Aligned advisory expertise

At Akamai, we see a world of unimagined potential, all enabled through the unique power of Akamai Connected Cloud. Advanced Service and Support helps 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 and enable your business, and reduce risk. The service helps you close visibility gaps, uncover problems, and discover opportunities for optimization.

Key capabilities

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 reports

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 match your implementation's configuration with established best practices and identify opportunities for optimization.

Semiannual service review

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

Named Akamai solution expert

Gain a single point of contact for high-value, aligned, context-based Professional Services.

BENEFITS FOR YOUR BUSINESS



Expert assistance in the adoption of the best practices and providing recommendation



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 enhance the value of your commitment to Akamai 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 configurations 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 a 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 Ion, Zero Trust, DevOps, Bot Manager, App & API Protector, API Security, and other Akamai services.

Support advocacy (optional)

Personalized, proactive support delivered by a named support delivery manager who works with other Akamai teams to coordinate escalations and reduce time to resolution.

Weekly project reviews (optional)

Consistent week-over-week reports available on demand, providing visibility into ongoing tasks and projects, recently completed items, and performance trends on month-over-month changes. Easily consumable in a weekly status meeting or over email.

Interested in learning more about Akamai Advanced Service and Support?
[Contact your sales representative today.](#)