

## AKAMAI PRODUCT BRIEF

# Managed Security Service

Stay ahead of online security threats

Keeping your websites, apps, APIs, and users safe requires deep expertise and world-class technology to stay ahead of online threats. Akamai integrates proactive monitoring, fast incident response, periodic tuning, and dedicated security experts in a single managed service with the scale to protect your organization against the largest and most sophisticated attacks – so you can stay focused on your business.

## Akamai Managed Security Service

With Akamai Managed Security Service, you can rest assured that experienced security experts and proven online defenses will help your business achieve a strong security posture.

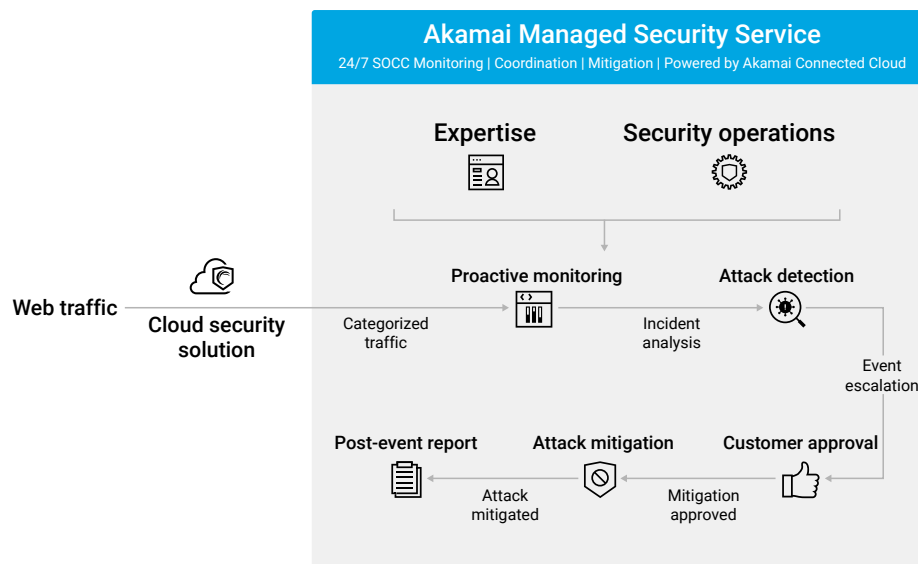
Proactive monitoring of security events provides early threat detection, and advisory reporting delivers intelligence for actionable insights. If your business experiences an attack, Managed Security Service implements the appropriate responses to mitigate active threats.

To address the ever-changing threat landscape, Managed Security Service regularly updates security configurations to maintain the highest levels of protection.

Managed Security Service maps a security strategy to your business needs that integrates industry expertise and best practices – all backed by the global scale of Akamai Connected Cloud.

Managed Security Service supports Akamai cloud security solutions that prevent harmful bot activity, like credential stuffing; scale to prevent large distributed denial-of-service attacks; and detect and mitigate script vulnerabilities.

## How it works



## BENEFITS FOR YOUR BUSINESS



Minimized risks to the confidentiality, integrity, and availability of your systems and information with a single comprehensive managed service with integrated solutions



Enhanced protection with proactive monitoring of behavioral anomalies for early threat detection



Expert-crafted defense with scalable protection via 24/7 access to the Akamai Security Operations Command Center (SOCC)



Unified insights and operational efficiencies from our global SOCC that provide tremendous visibility into existing and emerging threats, and mitigate attacks faster



In-depth analyses, assessments, and enhanced advisory reports that provide security intelligence to address the growing attack surface



Self-sufficiency through unlimited Akamai University online classes with advanced training courses in areas such as web application firewalls and bot management



# Key features

## Proactive monitoring

Visibility into online activity is essential for early threat detection.

- **24/7 monitoring and anomaly detection:** Security experts perform real-time analysis to detect anomalies in traffic behavior and prevent potential threats

## Security event management

Once a threat is identified, it's vital to have experts available for a quick response to mitigate an attack.

- **Attack support:** 24/7 access to SOCC for attack support and incident response
- **Response service-level agreement:** Security experts respond in 30 minutes or less, depending on issue severity
- **Post-event report:** Security experts provide a detailed, in-depth, post-mortem report highlighting the attack behaviors and the actions taken following an attack or security incident

## Attack readiness

Security configurations must be tuned periodically to defend against the latest threats.

- **Security health checks:** Real-time, granular, and quantifiable scores (grades) to assess the health of the security posture of the policies under management
- **Technical security review:** In-depth analysis of your security solutions with tuning recommendations
- **Professional services:** Security experts who help to fine-tune and optimize your Akamai security configurations to align with the current threat landscape
- **Operational readiness drills:** Effective communication workflows, escalation paths, and operational agility
- **Attack mitigation exercises:** Live attack traffic between the customer and the Akamai SOCC

## Advisory services

A dedicated security expert familiar with your business goals will provide security intelligence, solution recommendations, and security trends.

- **Aligned security expert:** High-touch customer engagement and security expertise to manage your business priorities
- **Technical advisory services:** Gain high security posture through high-value technology consulting delivered by a technical advisor
- **Support advocacy:** Personalized, proactive support delivered by a named support delivery manager who works with other Akamai teams to coordinate escalations and reduce time to resolution
- **Off-hour configuration support:** Engage our Global Professional Services organization for configuration assistance on your time

## Reporting and education

You'll receive enhanced reporting and access to Akamai University.

- **Monthly solutions report:** Summary of your security activity, overall security posture, fulfillment, and project updates
- **Customer business review:** Executive summary of your security activity for a business quarter, value confirmation, industry trends, and product roadmap
- **Akamai University:** Training programs designed to help users and administrators employ industry best practices to maximize the return on their Akamai investment (online and virtual classes only)

## Add-ons

**SOCC Advanced:** A high-touch add-on service to Managed Security Service that offers:

- A named contact in SOCC with customer-specific knowledge who looks after customers during business activities
- Additional monitoring of site status for up to two customer domains
- Proactive communication directly from SOCC subject matter experts (SMEs)
- Customer-specific SIEM view

**SOCC Premium:** A top-tier add-on that goes beyond SOCC Advanced, providing:

- 24/7 access to a named contact in SOCC with customer-specific knowledge
- Additional monitoring of site status for up to five customer domains
- Proactive communication directly from SOCC subject matter experts (SMEs)
- Customer-specific SIEM view
- Increased protection through specialized reporting, like our Advanced & Timely Threat Research, to show the impact of the attack within the customer's industry

Interested in learning more about Akamai Managed Security Service?  
[Contact your sales representative today.](#)