

Readiness and Response Service

Prioritized access to Akamai experts and emergency support for security events

A rapidly evolving online environment challenges organizations to manage the long-term impact of security threats on business and IT infrastructure. Gaps in security expertise and resources make it difficult to stay ahead of constantly changing attack vectors. Akamai Readiness and Response Service protects your websites and applications while you stay focused on your business.

Emergency response when under attack

As a Readiness and Response Service customer, you'll maximize the value of your Akamai security solution with Akamai security experts guiding and helping to implement your strategy. Akamai's unmatched visibility on the latest cyberattacks helps you maintain a strong and up-to-date security posture as the threat landscape evolves. This service offers you peace of mind with 24/7 direct access to our global Security Operations Command Center (SOCC) for emergency support, expert guidance based on business needs, and staff relief to optimize your setup.

Key features

Security event management

Attack support: Your emergency response team includes Akamai security experts and geographically applicable SOCC specialists who will analyze traffic, manage or mitigate the incident, and provide a summary of the event to help you understand the impact and resolution.

Response service-level agreement (SLA): Security experts respond in 30 minutes or less, depending on issue severity.

Attack readiness

Technical security review: Seasoned practitioners will perform regularly scheduled, in-depth tech reviews. With each technical security review, experts who are familiar with your setup and business goals will not only analyze traffic and security configurations, but also provide strategic recommendations.

BENEFITS TO YOUR BUSINESS



Strengthen security posture through scheduled traffic analysis, configuration reviews, and recommendations



Reduce overhead with access to professional services and tuning from experienced security teams



Leverage dedicated experts with visibility from one of the largest edge networks, product expertise, and an understanding of your setup and priorities



Establish peace of mind through 24/7 access to product domain experts who can assist with attack support



Professional services: Coverage includes ongoing access to practitioners who will engage with your team, make requested updates to your Akamai security solution on your behalf, implement recommendations from each technical security review, and provide a summary of updates on a regular basis. They provide consultative support, optimization recommendations, troubleshooting, and training.

Advisory services

Named Akamai security expert: To facilitate seamless delivery and assist in the development of your long-term security management strategy, Akamai Readiness and Response Service includes a dedicated Akamai security expert with deep customer and industry expertise. Acting as the primary point of contact, a dedicated expert will provide recommendations aligned with your security infrastructure and business priorities.