Event Support

Ensure successful delivery of high-profile events

With events increasing in popularity and online audiences growing, companies need to deliver a superior user experience. Akamai Event Support offers the best level of readiness support for high-profile customer events, providing end-to-end coverage and uninterrupted experiences online.

Akamai's Services and Support delivers best-in-class solutions and services capabilities for customers preparing for high-stakes events that require a level of support beyond that of normal day-to-day operations. Event Support is a service for media events, game releases, and software updates, and provides access to dedicated support and best-in-class monitoring during the course of the event to ensure a high-quality end-user experience.

Select the package that fits for your needs:

Event Support Essentials Package

This package covers events up to four hours long and includes:

- Pre-event planning with your IT team to guide preparation and assess infrastructure and business process readiness

- Risk assessment of your infrastructure and Akamai configuration

- Advisory on event alert creation and monitoring

For the duration of the event, your staff will have access to a dedicated Event Support Coordinator from the Akamai support team for expedited issue resolution.

Event Support Enhanced Package

This package covers events up to four hours long. It includes all the features of the Event Support Essentials package, plus:

- Infrastructure readiness planning, unit testing, and health check configuration during the event preparation phase

- Monitoring of your event's performance and checking for delivery degradation

- Proactive communication and reporting of issues during the event execution

For the duration of the event, you will have a dedicated Event Support Coordinator from the Akamai support team via customer-negotiated communication channel.

Benefits for your business

- Access to advisory and best practices from a dedicated Event Support Coordinator

- Collaboration between the customer and Akamai for risk identification during pre-event preparation

- Steps to protect your brand by identifying technical areas of concern, implementing contingency plans, and preparing the right escalation procedures before the event begins

- Improved user experience during events through proactive identification and fast resolution of issues

- End-to-end coverage, from event planning to post-event reports

Event Support Comprehensive Package

This package covers events up to four hours long. It includes all the features of the Event Support Enhanced package, plus:

- Workflow assessment and customer setup review for performance and quality-enhancing optimizations and recommendations

- Advanced monitoring using specialized toolsets

- Post-event statistics and analysis report with preventive recommendation to improve performance

- Configuration updates for feature enablement and/or delivery optimizations

For the duration of the event, you will have direct access to a dedicated Event Support Coordinator from the Akamai support team to contact for expedited issue resolution.

Security Event Support: Stay ahead of security threats

Experience the power of Akamai's Security Service with dedicated proactive support during your high-profile event. It provides dedicated security support, providing fast action against security threats. With real-time risk identification and mitigation, your organization is equipped to defend against the largest and most sophisticated attacks.

This package covers events up to four hours long and includes:

- Rapid response for security incidents

- Dedicated security advisory services and custom recommendations that are aligned to your goals

- Pre-event planning to identify hosts and paths to be monitored during the event and other configuration needs

- Proactive communication and reporting of security issues during the event execution

Package is available as an add-on with the purchase of Event Support Enhanced or Comprehensive Packages, or as a stand-alone option.

Benefits of Security Event Support

- Access expertise from Akamai staff who support the largest online events

- Safeguard your brand with pre-event risk identification, contingency planning, and escalation procedures

- Ensure rapid resolution of security alerts during the event

- Leverage advanced monitoring tools for insights into event performance

- Focus on your business while reducing support costs

- Live attack support during event

Features/Deliverables	Event Support Essentials	Event Support Enhanced	Event Support Comprehensive
Event Preparation			
Risk Assessments	✓	✓	✓
Event Support Guide	✓	✓	✓
Risk Mitigation		✓	✓
Unit Testing		✓	✓
Event Health Check		✓	✓
Configuration Updates		✓	✓
Advanced Testing			✓
Workflow Assessments and Optimizations			✓
Meetings (Cadence)	1 time	Weekly	2x per week or as mutually defined
Event Execution			
Dedicated Event Support Coordinator	✓	✓	✓
Self-Service Monitoring	✓	✓	✓
Proactive Communications and Reporting		✓	✓
Active Monitoring by Akamai		✓	✓
Advanced Monitoring with Specialized Toolsets			✓
Health Status Report Cadence	None	Hourly	Every 30 minutes
Event Length	Up to 4 hours	Up to 4 hours	Up to 4 hours
Post-Event			
Event Statistics and Analysis Report		✓	✓
Preventive Recommendations			✓
Wrap-Up	Report	Report + Meeting	Report + Meeting

Features/Deliverables	Description
Ⓐ Essentials Ⓑ Enhanced Ⓒ Comprehensive	
Event Preparation	
Risk Assessments Ⓐ Ⓑ Ⓒ	Akamai will review the customer setup for any critical risk exposure, evaluated against known best practices and hazards.
Event Support Guide Ⓐ Ⓑ Ⓒ	A document that includes support details, communication plan, and setup overviews related to the customer's web, media, or security solutions being supported.
Infrastructure Readiness Planning Ⓑ Ⓒ	Akamai experts will work to scope network risk and implement safeguards to ensure reliable delivery services.
Unit Testing Ⓑ Ⓒ	Akamai will conduct and participate in end-to-end validation testing.
Event Health Check Ⓑ Ⓒ	Timely, frequent tests will be conducted across the network to validate customer-specific workflows.
Workflow Assessments and Optimizations Ⓒ	Akamai solution experts will review the workflow solution and customer setup for performance- and quality-enhancing optimizations and recommendations.
Event Execution	
Dedicated Event Support Coordinator Ⓐ Ⓑ Ⓒ	Dedicated Event Support Coordinator available for expedited issue resolution.
Proactive Communications and Reporting Ⓑ Ⓒ	Akamai experts will provide reports that offer a view into the overall health of the event delivery. These reports include issue detection and prevention efforts performed to ensure network stability.
Advanced Monitoring with Specialized Toolsets Ⓒ	These tools provide our solution experts with the visibility and alerting necessary to identify degradation of key performance indicators (KPIs). They allow for visibility into system component availability, content quality, and other insights into the workflow to actively diagnose issues.

Post-Event	
Wrap-Up Ⓐ Ⓑ Ⓒ	Report via email.
Event Statistics and Analysis Ⓑ Ⓒ	The report summarizes quality metrics regarding the event and includes a meeting to review the report in detail.
Preventive Recommendations Ⓒ	The report summarizes quality metrics, preventive plans, and recommendations for the concluded event and includes a meeting to review the report in detail.
Add-Ons	
Proactive security monitoring Ⓑ Ⓒ	Security Event Support is tailored for events, delivering proactive, dedicated support and heightened protection for customer needs during high cyber risk periods.

Contact **Global Services Product Management** for more details.