Plus Service and Support

Expert assistance and support delivered

In today's fast-moving digital world where technology and priorities are in constant evolution, Akamai enables expert assistance that best supports your business goals.

Overview

Leverage expert assistance and support to bolster confidence in your operations and prevent issue recurrence.

With Akamai Plus Service and Support, you receive expert advice and assistance to rapidly adapt and meet user expectations, promote product adoption, and help protect the health of your Akamai account.

Key Features

Monthly Service Reports: These standardized reports 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.

Technical Support: Gain efficient and effective support, including unlimited support requests for one customer team.

Enhanced SLAs: Enjoy faster response time for technical support, including 60-minute technical support SLA for all Severity 1 issues.

Named Akamai Solution Expert: Gain a single point of contact for high-value, aligned, context-based professional services.

Professional Services: Execute your day-to-day with ease while you create, test, and deploy with an expert team by your side.

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. Services includes one seat per year in Akamai University Virtual Classroom Training.

BENEFITS FOR YOUR BUSINESS

- **Regular updates** on technical risks, feature gaps, and relevant best practices

- **Access** to high-value services

- **Improved** efficiency to scale

- **Rapid response** to critical technical support issues

- **Expert help** to configure, maintain, and optimize your setups

- **Training to maximize** return on your Akamai investments

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Akamai secures and delivers digital experiences for the world's largest companies. Akamai's intelligent edge platform surrounds everything, from the enterprise to the cloud, so customers and their businesses can be fast, smart, and secure. Top brands globally rely on Akamai to help them realize competitive advantage through agile solutions that extend the power of their multi-cloud architectures. Akamai keeps decisions, apps, and experiences closer to users than anyone — and attacks and threats far away. Akamai's portfolio of edge security, web and mobile performance, enterprise access, and video delivery solutions is supported by unmatched customer service, analytics, and 24/7/365 monitoring. To learn why the world's top brands trust Akamai, visit www.akamai.com, blogs.akamai.com, or @Akamai on Twitter. You can find our global contact information at www.akamai.com/locations. Published 02/21.