



Akamai Professional Services—Standard and Enterprise Services

Regardless of the size of your organization, maximizing ROI and minimizing risk is always critical to the success of an online initiative. From providing counsel on an as-needed basis, to managing the entire implementation and integration of Akamai services and technologies, Akamai's Professional Services are designed to help you achieve your goals.

If you need a simple and fast implementation of Akamai solutions and integration with the Akamai platform, **Akamai's Standard Services** are for you. A dedicated specialist will assist you throughout the process—validating requirements, helping you optimize the deployment of core services and solutions, and guiding implementation.

For those organizations that need assistance with the complete design and implementation of an Akamai solution, **Akamai's Enterprise Services** offering is the right choice. Our experts plan the solution to address every aspect of your business, people, processes, and technology, and they manage all stages of the implementation to ensure success.

Our Standard and Enterprise Services are delivered by Akamai's experienced technology and industry consultants, who have helped organizations ranging from start-ups to Fortune 500 companies get the most value from their Web initiatives.

Draw upon our unique experience with prior implementations, Web site architecture design, and Internet technologies to speed your time-to-market and maximize your success. We understand your business. We know the Internet and our technologies inside out. We can help you get the results you want.

Standard Services

To ensure we develop a solution that fully meets your requirements, our Standard Services can deliver the following:

Akamai Expertise

Leveraging deep Akamai technology expertise, Akamai consultants recommend the best approach and solution to address your business issues.

Extensive Experience in Similar Projects

With a wealth of experience in similar projects and other Akamai customer engagements, our consultants can help you streamline and optimize your implementation.

Guidance

Our experts can guide you through the entire integration process, providing documentation, demonstrating all the features of the Akamai customer portal, and ensuring the Akamai solution meets your business requirements.

Emergency Rapid Integration

Akamai Professional Services offers an emergency integration process to meet tight deadlines for critical events. Akamai consultants help you understand how to streamline the integration process while ensuring that all requirements on Akamai's side are quickly addressed.

Industry-standard Methodology

Our industry-standard methodology based on well-tested processes offers a proven framework and an easy-to-follow method for delivery.

Core Akamai Technology

Akamai's consultants can ensure the optimal configuration and deployment of all core Akamai services and features.

Enterprise Services

For those organizations that want to engage Akamai's expertise on a more strategic level, Enterprise Services provide the following features, in addition to all of the Standard Services features:

Business

Leveraging deep Akamai technology expertise, Akamai consultants recommend the best approach and solution to address your business issues.

Vision/Business Goals

Our consultants can help you analyze your current business and technical environment to ensure the best fit with an Akamai solution. By helping you determine how to leverage your existing infrastructure and reach your audience online, we'll help you identify a solution that meets your vision and business goals.

Business Technology Strategy Roadmaps

Akamai Professional Services can work with you to develop your business/technology roadmap in a way that takes advantage of Akamai's expertise and solutions. Through participation in your architectural review boards where appropriate, we explain and map new Akamai features and technologies to your requirements and long-term plans for existing and future Web sites.

ROI Analysis

Collaborating closely with you to assess your current infrastructure costs and potential cost reductions, Akamai Professional Services can develop a detailed ROI analysis and recommend the best Akamai features and services to help you reach your goals.

Requirements Planning

Working with Akamai Professional Services to determine and develop detailed project requirements, you are provided with the following:

- Analysis and assessment
- Use case model
- Design documentation

Business Reporting

Whether presented by our consultants or by you, Akamai Professional Services can provide the following business reports to satisfy all levels of your company:

- Executive: Value propositions and ROI to senior and executive management
- Status: Detailed status updates to key stakeholders

People

Internet Expertise

By providing deep Internet and technical expertise, Akamai Professional Services allows you to fully leverage Internet technologies to address your needs.

Industry Expertise

Our industry-specific expertise helps streamline and optimize your implementations.

Architecture Expertise

You can leverage the Internet architecture and design expertise of our consultants to help you execute your vision.

Business Strategy

Akamai Professional Services provides Internet business strategy expertise that helps you make the best decisions for your Web site projects.

Continued

Project and Program Management

Our trained consultants can manage your projects and programs, even when they span multiple vendors.

Dedicated Focus

Akamai Professional Services can provide a dedicated account team focused on all aspects of your business, people, process, and technology.

Integrated Project Teams

We can work closely with your team and your third-party resources to ensure a smooth and successful implementation.

Extension of Your Team

Our consultants can serve as an extension of your own resources—and can be located onsite—to address issues such as testing and QA, to name a few.

Manage Third-Party Vendors

If appropriate, Akamai Professional Services can coordinate and manage multiple third-party vendors as part of the project.

Process

Proven, Industry-standard Enterprise Methodology

Our consultants are guided by a proven methodology that offers a repeatable framework for delivery and is suitable for any project.

Project Ownership

Akamai Professional Services can assume ownership of the Akamai project, guiding you through implementation and go-live and assuming responsibility for project success.

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Total Project Ownership

Akamai Professional Services can provide ownership and management of the complete project, including integrating with your existing back-end systems and addressing all related dependencies. (Note that the availability of this option is determined on a case-by-case basis)

Partnership with You

With Akamai Enterprise Services, you gain a partner through all phases of the process—before, during, and after implementation. By integrating into your current business and operational processes, our consultants become a valuable resource on an on-going basis.

Customized, Customer-Oriented Process

By following a customer-focused methodology, our consultants ensure your Akamai solution is successfully integrated into your operations and processes.

Risk Assessment and Management

Akamai Professional Services can work with you to assess potential project risk, develop a risk mitigation plan, and manage that risk until your project goes live.

Onsite Resources

Whether on an ad-hoc, temporary basis or permanently, Akamai Professional Services can provide on-site resources to collaborate with your in-house teams.

Event Management

To help you pull off a successful event, our consultants can manage the project from end-to-end, providing full support and managing interactions with multiple vendors.

Full Lifecycle Support

Akamai Professional Services provides full support of your integration from beginning to end.

Management/Reporting/Alerting Processes

Akamai Professional Services can ensure that your existing systems and processes—such as reporting and alerting—are set up correctly; we can advise on how to get the most from your Akamai solution; and we can help enable your team to successfully manage the solution going forward.

Technology

Customized Solutions

Akamai Professional Services can customize your solution in the following ways:

- Optimize: We can fine-tune the technical solution to meet your unique needs
- Custom development on EdgePlatform: We can develop custom edge applications
- Innovate: We can develop solutions, features, and technologies to solve your unique issues

Integrate with Your Technology

Akamai Professional Services can tightly integrate Akamai services into your existing technology infrastructure, including the following:

- Customer Management System
- Reporting
- Back-end Architecture

Metrics and Analytics

Our consultants can also help you understand how to implement and analyze metrics to gain insight into your business, and we can assess your current metrics to deliver an ROI analysis.

Architecture and Design Services

Akamai Professional Services provides the following architecture and design services:

- Performance assessment: We offer recommendations for optimizing site performance
- Technology and architecture assessment: We analyze your Web properties and related infrastructure from the standpoint of performance, reliability (disaster recovery/failover), scalability, infrastructure offload, and maintainability and identify how to make improvements
- Blue-Sky innovation: Bringing to bear our expertise, knowledge, and best practices, we analyze your business to solve your highest priority issues

Where Our Experts are Located

- Atlanta, GA
- Boston, MA
- Chicago, IL
- Dallas, TX
- Long Beach, CA
- New York, NY
- Reston, VA
- San Mateo, CA
- Seattle, WA
- Bangalore, India

Our Industry Experience

- Automotive
- Digital Media
- eCommerce/Retail
- eLearning
- Government
- Finance
- Healthcare
- HighTech
- Travel and Hospitality

Types of Projects We Can Help With

- Site Architecture
- Site Redesign
- Site Launch
- Site Management
- Online Event
- Online Application Acceleration
- Data Center Migration
- Performance Assessment
- Architecture Assessment
- Site/Application Optimization
- Site Analytics and Metrics

- Design best practices and guidelines: Working closely with you on the architecture of new Web properties, we ensure the site is designed to fully leverage Akamai's performance, scalability and reliability benefits

Enhance and Accelerate Your Online Initiatives

The best way to serve our customers is to help them solve their toughest online challenges and maximize the return on their Akamai technology investment. We know our services. We understand your business and technology. We supply the proven methodologies. And most importantly, we have the experience and expertise you've come to expect from an industry leader.

Take advantage of our Professional Services and capitalize on Akamai technology and services. By helping you solve your technical challenges, we help you solve your business challenges. Akamai Professional Services—where business meets technology.

	FEATURES	STANDARD	ENTERPRISE
BUSINESS	Vision/Business Goals		✓
	Business Technology Strategy Roadmaps		✓
	ROI Analysis		✓
	Requirements		✓
	Detailed Analysis / Assessment		✓
	Use Cases		✓
	Design		✓
	Business Reporting		✓
	Executive		✓
	Status		✓
PEOPLE	Akamai Expertise	✓	✓
	Internet Expertise		✓
	Industry Expertise		✓
	Architecture Expertise		✓
	Business Strategy		✓
	Project and Program Management		✓
	Dedicated Focus		✓
	Integrated Project Teams		✓
	Extension of Your Team		✓
	Manage Third-Party Vendors		✓
PROCESS	Extensive Experience in Similar Projects	✓	✓
	Guidance	✓	✓
	Emergency Rapid Integration Processes	✓	✓
	Proven, Industry-Standard Methodology	✓	
	Proven, Industry-standard Enterprise Methodology		✓
	Project Ownership		✓
	Total Project Ownership		✓
	Partnership with You		✓
	Customized, Customer-oriented Process		✓
	Risk Assessment and Management		✓
	Proven Agile Methodology		✓
	Onsite Resources		✓
	Event Management		✓
	Full Lifecycle Support		✓
	Management / Reporting / Alerting Processes		✓
TECHNOLOGY	Core Akamai Technology	✓	✓
	Customized Solutions		✓
	Optimize		✓
	Custom Development on the EdgePlatform		✓
	Innovate		✓
	Integrate with Your Technology		✓
	Customer Management System		✓
	Reporting		✓
	Existing Back-end Architecture		✓
	Metrics and Analytics		✓
	Architecture and Design		✓
	Performance Assessment		✓
	Technology and Architecture Assessment		✓
	Blue-Sky Innovation		✓
Design Best Practices and Guidelines		✓	

Contact an Akamai representative for further details about Akamai Professional Services.

About Akamai

Akamai® is the leading global service provider for accelerating content and business processes online. Thousands of organizations have formed trusted relationships with Akamai, improving their revenue and reducing costs by maximizing the performance of their online businesses. Leveraging the Akamai EdgePlatform, these organizations gain business advantage today, and have the foundation for the emerging Web solutions of tomorrow. Akamai is "The Trusted Choice for Online Business." For more information, visit www.akamai.com.



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