

Service Management Package

Helping you offload optimization of your Akamai solution



Users access your web properties using a variety of devices and have ever rising expectations of a superior web experience. As you benefit from reduction in complexity of modern web delivery through Akamai's Web Performance solution, you can rely on Service Management Package to keep your Akamai solution periodically tuned, optimized, and configured to align with your changing business and technology requirements.

An Akamai Professional Services solution, Service Management Package gives you access to a Named Akamai Solution Expert, who will provide you with the on-going assistance and expertise you need to get the best out of your Akamai solution. Designed to free up your IT staff, the named contact will own and execute a suggested schedule of periodic activities — an Optimization Schedule — to help you identify tune-up and optimization opportunities in your Akamai configurations. Any implementation work is completed via on-going configuration assistance that you get with Service Management Package.

Key components of Service Management Package

Named Akamai Solution Expert

Service Management Package gives you access to your Named Akamai Solution Expert. This expert owns your Optimization Schedule and works closely with your team to understand your technology setup and your business priorities. With a high level of customer engagement they are not only able to offer contextual high-value recommendations but also quickly & efficiently implement changes in your configurations whenever required.

Optimization Schedule

Service Management Package includes Optimization Schedule for your Akamai-powered assets, which is delivered by your named expert. With the help of this schedule, Akamai will periodically do a tune-up check of your origin and Akamai configurations to ensure your Akamai solution is tuned for optimum performance. In addition, this schedule also helps identify optimization opportunities to enhance the performance of your Akamai powered web assets. Optimization or tune-up recommendations from the Optimization Schedule can be implemented using on-going configuration assistance hours that you get with the Service Management Package.



POTENTIAL BENEFITS TO YOUR BUSINESS

- **Free up your IT staff:** Akamai owns an Optimization Schedule to perform periodic checks for tune-up and optimization opportunities
- **Get the most out of your Akamai investment:** a Named Akamai Solution Expert who understands your business as well as your Akamai setup provides recommendations on your Akamai configurations, product features and enhancements
- **Expert technology assistance:** get on-going assistance from your Named Akamai Solution Expert who can efficiently respond to your technical requirements

KEY FEATURES

- **A Named Akamai Solution Expert**
- **Optimization Schedule:** Akamai owned schedule of tune-up and optimization checks
- **On-going Configuration Assistance:** receive on-going assistance from your Akamai Solution Expert through quarterly hours

CONTACT AKAMAI TODAY

Interested in learning more about Akamai Service Management Package? Contact your sales representative today.

Service Management Package

On-going Configuration Assistance

Your Service Management Package comes with quarterly hours that you can use to receive on-going configuration assistance from your Named Akamai Solution Expert. Designed to help you offload your Akamai setup optimization and tuning, below are some examples of how your expert can assist you through Service Management Package:

- Implementing optimizations and tune-ups from Optimization Schedule recommendations
- Adding new sites to existing configurations
- Changing caching, TTL, or redirect rules
- Performing configuration cleanups
- Updating SSL certificate
- Answering technical implementation questions
- Providing recommendations on utilizing advanced Akamai features

Service Management Package is the best companion service to tune and optimize your Akamai solution. Your Named Akamai Solution Expert works closely with your team and becomes familiar with your business and technology requirements. This helps them ensure you are leveraging our full feature functionality and that your configurations remain tuned to peak performance.

Unlock your Akamai investment by engaging Akamai Professional Services through Service Management Package and keep your Akamai configurations up-to-date and optimized!

The Akamai Ecosystem

Akamai makes the Internet fast, reliable and secure. Our comprehensive solutions are built on the globally distributed Akamai Intelligent Platform™, managed through the unified, customizable Luna Control Center for visibility and control, and supported by Professional Services experts who get you up and running easily and inspire innovation as your strategies evolve.



As the global leader in Content Delivery Network (CDN) services, Akamai makes the Internet fast, reliable and secure for its customers. The company's advanced web performance, mobile performance, cloud security and media delivery solutions are revolutionizing how businesses optimize consumer, enterprise and entertainment experiences for any device, anywhere. To learn how Akamai solutions and its team of Internet experts are helping businesses move faster forward, please visit www.akamai.com or blogs.akamai.com, and follow @Akamai on Twitter.

Akamai is headquartered in Cambridge, Massachusetts in the United States with operations in more than 40 offices around the world. Our services and renowned customer care enable businesses to provide an unparalleled Internet experience for their customers worldwide. Addresses, phone numbers and contact information for all locations are listed on www.akamai.com/locations.