

# Technical Advisory Service

Technology consulting from domain experts



Rapid technology advancements and innovative business models are transforming the way organizations operate and do business online. This game-changing transformation is driving businesses to adopt new technologies and continually evolve their technical goals. As you make these leaps in your online business, use Akamai's Technical Advisory Service to keep you in-tune with the latest trends and industry best practices.

## Technical Advisory Service

Technical Advisory Service gives you access to a designated Technical Advisor (TA), who serves as your guide, advocate, consultant, and partner to deliver high-value technical consultation and overall technical account management.

## Akamai Technical Advisor

Working as an integral part of your team, an Akamai TA brings in cross-functional expertise to help you efficiently manage your suite of Akamai Solutions. Backed by Akamai's Services and Support organization, your TA will understand your specific requirements and collaborate effectively with various Akamai teams, including Technical and Business Support, Service Delivery, and Product Management. In short, your TA will be your strong voice and advocate within Akamai. Focused on helping you achieve maximum ROI from your Akamai investments, your Technical Advisor comes with a diverse set of skills including:

- Internet and industry expertise
- Technical account management
- Akamai product knowledge
- A blend of techno-commercial skills
- Cross-functional expertise
- Project management
- Strategic consulting
- Business domain knowledge

## Core Capabilities and Sample Services

The following table is a sample list of services delivered through Technical Advisory Service. Your TA will help you choose the right level of engagement and recommend specific services best suited to your business, as per your requirements.

## POTENTIAL BUSINESS BENEFITS

- **Get a competitive edge** by leveraging the Technical Advisor's domain knowledge and industry insights.
- **Accelerate speed to market** by receiving program management assistance on strategic projects.
- **Achieve seamless continuity** of your online initiatives through technology consulting and focused technical account management.

# Technical Advisory Service

CORE CAPABILITIES	SAMPLE SERVICES	2 BUSINESS DAYS PER MONTH	5 BUSINESS DAYS PER MONTH	10 BUSINESS DAYS PER MONTH
		RECOMMENDED LIST OF SERVICES FOR EACH LEVEL OF ENGAGEMENT		
Industry & Technology Insights and Best Practices	<ul style="list-style-type: none"> <li>Provide consultation on Akamai best practices and share cross-customer implementation learning</li> <li>Present industry insights and domains-specific trends, challenges and opportunities</li> <li>Share best practices on service design, implementation, transition, and support</li> <li>Assist in defining internal success metrics</li> </ul>	✓	✓ ✓	✓ ✓ ✓
Akamai Solution Partnership	<ul style="list-style-type: none"> <li>Provide consultation and help answer day-to-day Akamai-related technical questions</li> <li>Deliver centralized visibility and manage customer's Akamai-related projects</li> <li>Prioritize and coordinate service events including service requests and planned changes</li> <li>Advise on development of customer's strategy and roadmap around Akamai products and services</li> </ul>	✓	✓ ✓ ✓	✓ ✓ ✓ ✓
Business and Operational Reviews and Reporting	<ul style="list-style-type: none"> <li>Deliver periodic Customer Engagement Review</li> <li>Create operational review that will encompass a review of goals, timelines, issues/ challenges, action items, and planning for Akamai-related projects</li> </ul>	✓ ✓	✓ ✓	✓ ✓
Customer Advocacy	<ul style="list-style-type: none"> <li>Communicate customer requirements to Akamai's Services and Support team</li> <li>Liaise with Akamai internal teams to address customer's technical questions/requirements</li> </ul>	✓ ✓	✓ ✓	✓ ✓
Knowledge Management	<ul style="list-style-type: none"> <li>Document customer's training requirements and prepare an annual training plan</li> </ul>	✓	✓	✓
Technology and Strategy Workshops	<ul style="list-style-type: none"> <li>Discuss customer's technology roadmaps and key upcoming online initiatives</li> <li>Facilitate whiteboard sessions to discuss architecture design and advanced/ custom solutions</li> <li>Deep-dive into customer's strategy, goals, and priorities around web performance, web security, enterprise applications, media, and mobile</li> <li>Participate in customer's multi-vendor strategy and business meetings</li> </ul>		✓ ✓	✓ ✓ ✓ ✓
Technical Consulting Assessments	<ul style="list-style-type: none"> <li>Performance Assessment</li> <li>Architecture Assessment</li> <li>Enterprise Acceleration Assessment</li> <li>Commerce Site Assessment</li> <li>Website Security Assessment</li> </ul>		✓ Any 1 Assessment Per Year	✓ Any 2 Assessments Per Year

## 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](http://www.akamai.com) or [blogs.akamai.com](http://blogs.akamai.com), and follow @Akamai on [Twitter](https://twitter.com).

Akamai is headquartered in Cambridge, Massachusetts in the United States with operations in more than 57 offices around the world. Our services and renowned customer care are designed to 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](http://www.akamai.com/locations).