

AKAMAI PRODUCT BRIEF

Premium Service and Support 3.0

Simply and efficiently enable digital success

At Akamai, we see a world of unimagined potential, all enabled through the unique power of Akamai Connected Cloud. It's this power that creates the agility you need to accelerate and secure the hybrid cloud world — and own your digital future.

Premium Service and Support 3.0 harnesses the power of Akamai's experts to help you achieve your most challenging business goals by leveraging Akamai's fastest response time, high-touch technology consulting, programmatic health checks, technical business assessments, proactive monitoring and alerting, advanced training courses, and off-hours configuration support. It also offers an integrated technical account team that understands your business and delivers a truly personalized experience to help you stay ahead in the competitive landscape.

Key capabilities

Technical business assessments

In-depth assessments focused on your critical business goals, providing clear actionable recommendations in areas such as DNS, routing between edge and origin, offload availability, and SEO optimization.

Quarterly business reviews

Comprehensive account reviews covering trends around engagement with technical support, consumption reports, traffic numbers, analysis, recommendations, and much more.

Monthly service reports

Reporting intended to inform your monthly touchpoints with Akamai, showcasing consumption metrics, trends on engagement with technical support, configuration health reports, statistics on fired proactive alerts, and more.

Weekly project reviews

Consistent week-over-week reports available on demand, providing visibility into ongoing tasks and projects, recently completed items, and performance trends on month-over-month changes. Easily consumable in a weekly status meeting or over email.

Programmatic health checks

Periodic examination of your critical configuration files to identify gaps, uncover problems, and discover opportunities for optimization.

BENEFITS FOR YOUR BUSINESS



More transparency

through visibility and insight around core services and important properties from the brand down



Higher levels of consistency

by following strict methodology and scheduled delivery of solutions



Faster response to critical

issues, around the clock, through an express routing code



Reduced problem recurrence

through enhanced monitoring and alerting



Access to Professional

Services experts to configure, maintain, and optimize your setups



Competitive edge through

high-value technology consulting delivered by Akamai technical experts



Self-sufficiency through

unlimited Akamai University seats with advanced training courses in areas such as DevOps and Bot Manager, as well as a customized on-site training class



Proactive services availability monitoring

Monitoring and alerting enable you to take rapid action on any identified outages and potential issues.

Fastest response times

15-minute time to respond (TTR) service-level agreement (SLA) for Severity 1 tickets with our technical support team.

Off-hours configuration support

Engage our Global Professional Services organization for configuration assistance on your time.

Akamai University

Unlimited Akamai University passes and a custom on-site training for advanced programs to help users and admins learn industry best practices to maximize the return on your Akamai investment.

Technical advisory services

Gain competitive edge through high-value technology consulting delivered by a designated technical advisor.

Support advocacy

Personalized, proactive support delivered by a named support delivery manager who works with other Akamai teams to coordinate escalations and reduce time to resolution.

Professional Services

Access to Akamai's specialized team of internet experts who help you leverage the full feature functionality of Akamai solutions and keep your configuration tuned for peak performance.

Add-ons:

- **Broadcast Operations Command Center:** Provides a premium proactive monitoring service that combines people, processes, and tools to help support media customers and minimize broadcast quality issues for specified channels.
- **Managed Web Monitoring:** Provides a premium proactive web monitoring service, delivering a high-touch, customer-specific support experience. Managed Web Monitoring proactively identifies, notifies, and mitigates issues close to their occurrence, before end users are aware of them.

Interested in learning more about Akamai Premium Service and Support 3.0?
[Contact your sales representative today.](#)