



Enhanced Compute Support with Support Advocacy

Summary

Enhanced Compute Support with Support Advocacy is designed to improve the support experience for Akamai Cloud customers by offering expert assistance, faster response times when opening a support request, a centralized support team, and an aligned Support Advocate to coordinate escalations and provide personalized, proactive support to improve serviceability.

Key features

Enhanced SLAs

Enjoy faster response times for technical support, including a 30-minute response SLA for all Severity 1 issues

24/7 priority support

Get prioritized 24/7 cloud computing support and incident response to assist your business around the clock








Centralized compute support team

Gain efficient and effective production support by experienced technical experts with in-depth knowledge of cloud products, ensuring quicker and more consistent troubleshooting

Support Advocacy

Receive personalized, proactive support delivered by an aligned Support Advocate who works with other Akamai teams to coordinate a response to escalations and reduce time to resolution

Benefits for your business

-  Enjoy a 30-minute response time for critical cloud computing issues
-  Have an aligned Support Advocate familiar with your business goals provide high-touch engagement to reduce recurrence and impact of support issues
-  Gain peace of mind with a guaranteed response from Akamai within the promised time frame
-  Get a jump start on issue resolution with faster response from Akamai
-  Meet your internal SLAs with help from Akamai's centralized compute support team
-  Minimize reaction time to technical issues or the disruption of cloud computing services and enhance business continuity
-  Extract maximum value from your Akamai investment

Interested in learning more about Enhanced Compute Support with Support Advocacy?
[Contact your sales representative today.](#)