Managed Service for API Performance

APIs are the backbone of modern digital experiences, powering transactions, workflows, and applications across industries. Downtime, latency, or compliance gaps can directly impact customer trust and business outcomes. Akamai Managed Service for API Performance provides continuous, proactive monitoring and incident response to keep your APIs available, resilient, and compliant. With 24/7 expert oversight, real-time synthetic monitoring powered by APIContext, and tailored optimization, you can minimize operational burdens while ensuring your customers experience consistent, secure, and high-performing API services every time.

The growing complexity of APIs

Today's enterprises rely heavily on APIs to deliver mission-critical services across web, mobile, and connected applications. But with this reliance comes heightened risk: performance degradations and compliance failures can cascade across entire ecosystems. Unlike traditional systems monitoring, APIs demand specialized oversight that accounts for workflows, authentication, compliance standards, and global distribution.

Akamai Managed Service for API Performance addresses this challenge head-on. It is designed to continuously test, monitor, and optimize your APIs to ensure they remain available, fast, and compliant, even in complex multicloud or hybrid environments. By combining advanced synthetic testing with human expertise, this managed service gives your business an essential layer of protection and operational agility.

Proactive monitoring for continuous assurance

Reactive response is no longer enough. The cost of API downtime or slowdowns can quickly escalate, from lost revenue to reputational damage. Akamai's managed service emphasizes proactive detection and mitigation.

Benefits for your business

Proactive detection
Identify latency and availability before they affect users, ensuring seamless and consistent API performance across complex workflows.

Faster response
Accelerate mean time to detect, and resolve issues with 24/7 expert oversight, triage, and escalation support that reduces the impact of incidents.

Operational efficiency
Offload monitoring infrastructure and incident management, freeing teams to focus on innovation while maintaining SLA and regulatory compliance.

Tailored insights
Gain executive summaries, roadmap recommendations, and visualizations customized to your API landscape and business goals.

Regulatory readiness
Demonstrate conformance to industry standards and OpenAPI specifications with transparent reports that simplify audits and compliance validation.

- **End-to-end testing of APIs and workflows:** Synthetic tests continuously validate both individual endpoints and complex sequences of API calls, including those requiring authentication.
- **Performance and resilience:** Issues are identified before they impact production users, with immediate notification and actionable insights.
- **Consistent user experience:** By surfacing latency, availability, or conformance issues in real time, the service helps you maintain seamless digital interactions across regions and platforms.

This forward-looking approach ensures you don't just react to problems — you anticipate and prevent them.

Faster, expert-driven incident response

Even with proactive testing, issues can arise. That's where Akamai's 24/7 incident response capability delivers real value.

- **Rapid identification and triage:** Every alert is reviewed by expert analysts who validate, contextualize, and prioritize it for action. This prevents noise and ensures teams focus only on meaningful events.
- **Reduced mean time to remediate (MTTR):** With continuous oversight and escalation procedures, problems are resolved faster before they escalate into customer-facing disruptions.
- **Insight into delivery chain latency:** Detailed diagnostics identify whether an issue stems from your application, infrastructure, network, or third-party provider. This transparency accelerates resolution and strengthens accountability across your ecosystem.

The result: actionable intelligence, faster incident closure, and stronger user trust.

Reducing operational load while driving optimization

Maintaining and scaling an internal monitoring program is resource-intensive. Akamai alleviates this burden.

- **Infrastructure offload:** The service handles monitoring infrastructure at scale, freeing your IT and DevOps teams to focus on innovation rather than tool maintenance.
- **Real-time metrics and tuning:** Ongoing oversight uncovers optimization opportunities, from alert threshold adjustments to traffic redistribution.
- **Compliance and SLA alignment:** Built-in reporting demonstrates conformance with regulatory requirements and contractual service commitments, ensuring you remain audit-ready.

By shifting operational load to Akamai, your teams can prioritize speed, agility, and customer value delivery.

Comprehensive capabilities tailored to your business

24/7 monitoring and incident response

Around-the-clock testing powered by APIContext's synthetic monitoring platform, alert validation, and escalation keep you covered at all times. Scalable globally, it's ideal for IT staff augmentation and critical service assurance.

Tailored action plans

Executive summaries highlight API health indicators, trendlines, and business impacts. Roadmaps evolve with your needs, from enhancing test workflows to refining alert sensitivity.

Expert guidance

Analyst-powered insights uncover hidden patterns such as rising response times, geographic slowdowns, schema mismatches, or recurring endpoint failures. These findings are visualized for quick stakeholder understanding.

Performance monitoring

- **Resilience and conformance:** Detects anomalies across geographies and networks while validating APIs against OpenAPI specifications and regulatory standards. This ensures resilience by containing disruptions in real time and proving safeguards are active. Managed Service for API Performance extends this value by delivering the transparency, intelligence, and compliance records required under standards such as:

  - The **Digital Operational Resilience Act (DORA)**
  - The **revised Network and Information Security Directive (NIS2)**
  - The **Federal Financial Institutions Examination Council (FFIEC)**
  - The **International Organization for Standardization (ISO) 22301**

- **Uptime:** Synthetic checks verify availability continuously. Service interruptions trigger immediate alerts and expert investigation.

- **Speed:** Continuous validation ensures performance consistency; slowness is flagged, diagnosed, and resolved before it escalates.

Cloud and infrastructure visibility

Monitor multicloud environments, DNS and SSL configurations, and the broader internet delivery chain to identify bottlenecks between end users and your apps.

Performance and compliance baselines

Establish measurable performance and compliance baselines for APIs and applications. Findings enable teams to correlate Akamai insights with their broader monitoring stack.

Business impact and value

The managed service does more than protect API performance — it creates measurable value across your organization:

- Reduced risk of downtime and SLA violations through proactive testing and continuous monitoring.
- Faster, more efficient operations with expert triage, resolution, and tailored guidance.
- Regulatory and audit readiness via transparent, standards-based conformance reporting.
- Optimized user experiences through consistent performance and reliability of your critical APIs.

With Akamai, you don't only monitor your APIs, you gain a partner committed to safeguarding and optimizing them.

Optimize your APIs with Akamai managed monitoring. Ask us how.