

READINESS AND RESPONSE SERVICE

Close operational security gaps with access to Akamai experts



In a rapidly evolving threat landscape, organizations are challenged with managing the long-term impact of bots on business and IT infrastructure. Building in-house expertise, managing overhead costs, and keeping up with changes in bot traffic can create gaps in an organization's wider security operations.

This service offers customers peace of mind with 24/7/365 direct access to Akamai's global Security Operations Centers (SOCs), expert guidance based on business needs, and staff relief to optimize your setup.

AKAMAI READINESS AND RESPONSE SERVICE OVERVIEW

No one delivers more web traffic than Akamai. This gives our experts a unique view to help hundreds of customers from numerous industries strengthen their bot strategies. As a Readiness and Response Service customer, you benefit directly from this expertise and experience. Akamai Solution Experts will help you maximize the value of your Akamai product, advise on and implement your bot strategy, and give you more confidence as your strategies and the threat landscape evolve.

ADVISORY SERVICES

Seasoned practitioners will perform regularly scheduled, in-depth technical reviews. With each Security Service Review, experts that are familiar with your setup and business goals will not only analyze bot traffic and Bot Manager configurations, but also provide strategic recommendations. In addition, your Named Akamai Solution Expert will provide a report summarizing the findings and help you understand their recommendations for strengthening your bot strategy.

IMPLEMENTATION SERVICES

When it comes to bot strategy, your security solution configuration needs to be tuned periodically to keep up with the evolving threat landscape. You will have ongoing access to practitioners who will engage with your team, make approved updates to Bot Manager configurations on your behalf, implement approved recommendations from each Security Service Review with your approval, and provide a summary of updates on a regular basis.

NAMED AKAMAI SOLUTION EXPERT

To facilitate seamless delivery and assist in the development of your long-term bot management strategy, Readiness and Response Services provides you with a Named Akamai Solution Expert. Acting as the primary point of contact, they understand your security infrastructure and business priorities. With deep customer engagement and industry expertise, your Named Akamai Solution Expert will ensure you receive maximum value from your Akamai investment.

SECURITY EVENT SUPPORT

If you identify a security event while using Bot Manager, you can fast-track incident escalation directly to Akamai. Your emergency response team will include Akamai's Solution Experts and geographically applicable Security Operations Center specialists. This team will perform an analysis of event traffic, work to manage or mitigate the event, and provide a recap summary to help you understand the impact and how the team managed the event.

SUMMARY

This service not only allows you to partner with Akamai experts on a long-term bot management strategy and manage operational costs, but also provides resilience and support during customer-identified Bot events. Customers benefit from Akamai's unique visibility into the Akamai Intelligent Platform™ as well as the unmatched scale, intelligence, and experience of Akamai's global Security Operations Centers (SOC). With the escalating size, frequency, and sophistication of threats to mission-critical systems, applications, and websites, our visibility and reliability will help customers continuously refine their security posture in the face of the changing threat landscape.

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 world's largest and most trusted cloud delivery platform, Akamai makes it easier for its customers to provide the best and most secure digital experiences on any device, anytime, anywhere. Akamai's massively distributed platform is unparalleled in scale with over 200,000 servers across 130 countries, giving customers superior performance and threat protection. Akamai's portfolio of web and mobile performance, cloud security, enterprise access, and video delivery solutions are supported by exceptional customer service and 24/7 monitoring. To learn why the top financial institutions, e-commerce leaders, media & entertainment providers, and government organizations trust Akamai please visit www.akamai.com, blogs.akamai.com, or [@Akamai](https://twitter.com/Akamai) on Twitter. You can find our global contact information at www.akamai.com/locations, or call 877-425-2624. Published 07/17.

BUSINESS BENEFITS

- **Strengthen security** posture through scheduled traffic analysis, config reviews, and recommendations
- **Reduce overhead** with access to ongoing configuration assistance and tuning from experienced practitioners
- **High-quality service and advisory** from a Named Solution Expert to facilitate seamless delivery of the service
- **Maintain control with direct access and support 24/7/365** from the Akamai global Security Operations Centers (SOCs) with locations in Cambridge, Fort Lauderdale, Krakow, Bangalore, and Tokyo.