

# Akamai Managed Integration

Akamai owned end-to-end implementation experience



Akamai offers Managed Integration for organizations that need assistance with the complete design and implementation of an Akamai solution. Our Professional Services experts plan the solution to address every aspect of your technology requirements and business processes, and manage all stages of the implementation to ensure success.

## Process

Akamai provides Professional Services experts to integrate Akamai's solutions using Akamai's proven Enterprise Solutions Methodology. This customer-focused process helps ensure that the Akamai solution is successfully integrated into the customer's operations and processes. Akamai manages the end-to-end integration project, enabling the customer to focus on their core business and ensuring maximum ROI from their Akamai solution.

Akamai provides key project management, communication and escalations throughout the process outlined below:

	Step	Customer Tasks	Akamai Tasks
Preparation	<b>1. Assessment &amp; Requirements Gathering</b>	<ul style="list-style-type: none"> <li>Assign resources to collaborate with the Akamai implementation team.</li> <li>Communicate requirements, business goals and success criteria to Akamai.</li> </ul>	<ul style="list-style-type: none"> <li>Assign Akamai resources as appropriate.</li> <li>Schedule kick-off calls with the customer to gather requirements.</li> <li>Perform a detailed analysis of the web property and/or related infrastructure from the standpoint of required features, cacheability, bottlenecks, performance, scalability, security, reliability and reporting.</li> </ul>
	<b>2. Design &amp; Planning</b>	<ul style="list-style-type: none"> <li>Confirm the project schedule, implementation plan and test plans.</li> </ul>	<ul style="list-style-type: none"> <li>Identify, design and document a solution and the steps required for integration. The project schedule, implementation plan and test plan for unit and system testing are created.</li> <li>Validate customer plans and provide best practice feedback as necessary.</li> </ul>
Deployment	<b>3. Implementation</b>	<ul style="list-style-type: none"> <li>Prepare the origin servers for serving content via Akamai.</li> </ul>	<ul style="list-style-type: none"> <li>Configure the Akamai features and services chosen for deployment.</li> <li>Deploy the solution in the testing/staging environment.</li> <li>Validate correct customer origin setup.</li> </ul>
	<b>4. Testing</b>	Perform the following tests: <ul style="list-style-type: none"> <li>Functional/QA testing – of new functionality, and regression testing the existing functionality</li> <li>User Acceptance Testing – final sign-off by key stakeholders on the customer's side confirming the solution performs as expected.</li> </ul>	Perform the following tests: <ul style="list-style-type: none"> <li>Unit testing – the implementation is tested at the lowest level granularity that the features allow.</li> <li>System testing – features at the system level are tested through inputs and expected outputs to ensure the system is 'correct' and 'complete'.</li> </ul>
	<b>5. Deployment to Production</b>	<ul style="list-style-type: none"> <li>Test the production content to ensure proper functionality, and review logs, reports and alerts</li> <li>Either sign-off on the deployment, or request a rollback if there are any issues.</li> </ul>	<ul style="list-style-type: none"> <li>Deploy the solution to Akamai's production platform.</li> <li>At the end of the production deployment and post-deployment testing period, await customer sign-off.</li> <li>Closely monitor deployment and remain available to observe any issues or concerns.</li> </ul>
	<b>6. Wrap-up</b>	<ul style="list-style-type: none"> <li>Engage with Akamai for the project review.</li> <li>Integrate Akamai support procedures in customer's internal business processes.</li> <li>Either sign-off on the project, or raise concerns if any.</li> </ul>	<ul style="list-style-type: none"> <li>Perform regression testing of the Akamai solution on the production platform.</li> <li>Conduct a project review to determine whether success criteria were met, determine a plan for future optimizations and review on-going support procedures.</li> <li>Akamai's implementation team provides the necessary hand-off to the Customer Care (CCare) organization for future technical support needs.</li> <li>After project closure, CCare serves as the customer's primary point of contact for technical support.</li> </ul>

# Akamai Managed Integration

## Akamai Deliverables

As part of the Enterprise Service Methodology for Managed Integrations, Akamai provides the following deliverables:

### Project Schedule

The Project Schedule includes a list of tasks related to each project deliverable, as well as start and finish dates, assigned resources, dependencies, and milestones.

### Implementation Plan

This document outlines the customer's solution-specific configuration of the Akamai services and features. It also details the implementation steps required for delivery of the services and features.

### Configuration Test Plan

This document provides test scenarios and expected results for the major Akamai services and features to be implemented. The test plan helps ensure that expected features and services have been implemented satisfactorily.

### Luna Control Center walk-through

A complete walk-through of integration tools and resources on the Luna Control Center and recommendations for the Akamai solution features and parameters based on best practices.

### Wrap-up Review

Review of the implemented solution to ensure it meets the original success criteria and guidance for post-integration Akamai support. Post-implementation, Akamai Professional Services provides ongoing consulting and configuration management as a paid service. Please contact your Akamai Account Representative to discuss the various service packages available.

## Roles And Responsibilities

As part of the Enterprise Service Methodology for Managed Integrations, Akamai assigns one or more Professional Services Consultants to the project. Akamai recommends that the customer assign a Project Manager and Technical Lead at their end to ensure clear assignment and ownership of the various tasks.

### Akamai Professional Services Consultant

- Educate customers about their Akamai solutions, implementation process, requirements, and resources.
- Provide implementation material, such as user and implementation documentation, training resources, and access to configuration management.
- Activate customers' accounts in the Akamai systems to enable content or application delivery from the Intelligent Platform™.
- Generate the Project Schedule.
- Manage the end-to-end project, including tracking milestones, managing Akamai resources, determining post-integration support needs and ensuring that the success criteria are met.

- Implement the Akamai solution and collaborate with the customer's technical lead on all technical tasks and issues.
- Generate the Implementation Plan and Configuration Test Plans.
- Implement the Akamai solution via the Luna Control Center.
- Provide guidance to the customer to ensure origin servers are prepared for serving content over Akamai.
- Conduct unit testing and system testing of the Akamai solution.

### Customer Project Manager

- Communicate business goals, success criteria and approval for milestones and schedules.
- Facilitate and escalate requirements within customer's organization.
- Understand and track the implementation steps.
- Communicate with the Akamai team regarding any obstacles.
- Update Akamai on completion of implementation steps.
- At project closure, validate that the final deliverables meet the success criteria outlined earlier.

### Customer Technical Lead

- Be familiar with DNS, Caching and HTTP technologies.
- Identify solution requirements and parameters, and communicate them to Akamai.
- Collaborate with the Akamai team for activation of the Akamai solution configuration, log delivery, and reporting.
- Perform necessary changes to the existing content or application configuration to prepare them for Akamai delivery.
- Migration of content to Akamai NetStorage if necessary.
- Integrate Akamai solution management into existing content or application management processes and systems.
- Perform functional and acceptance testing of the Akamai solution before its activation on the Akamai Intelligent Platform .

## Implementation Tools In The Luna Control Center

The following features of the Luna Control Center can be leveraged for successfully implementing an Akamai solution:

### Configuration Management

- **Manage Origin Domains:** Add or delete origin domain names; maintain control of the domains from which content is being served.
- **Service Configuration:** Create and manage edge configurations for site and application delivery.
- **Streaming Provisioning:** Provision entry points and ports for live streams.
- **Log Delivery Management:** Configure Log Delivery options, including start/stop dates, delivery method, log format, and frequency of delivery.
- **Content Management:** Content control utility lets you effectively delete your unwanted content from all of Akamai's servers, keeping content continually fresh and up-to-date.

# Akamai Managed Integration

## Reporting and Monitoring

- **Traffic, Visitor, URL Reports:** Luna Control Center provides real-time and historical insight into various attributes of traffic, Visitors or URLs for Akamai services.
- **Usage Reports:** Gain insight into the amount of traffic and storage consumed month-to-date.
- **Filter Data:** Use the dynamic URL search ability to filter and focus on specific content instantaneously.
- **Performance monitoring:** Obtain a real-time view of your web performance on Akamai versus the origin infrastructure.

## Alerting

- **Traffic Activity Alerts:** High or low traffic activity alerts to test for flash crowds, network outage, or origin server problem.
- **Origin server Alerts:** Alerts on origin server issues with connections, DNS requests, downloads, or access.
- **Failover:** Alerts when the failover threshold is reached for e-Business continuity site.
- **Application Errors:** Alerts set to inform of high percentage of Java web application exceptions or restarts.
- **Streaming Traffic:** Alert on streaming traffic volume or number of concurrent streams reaching high or low threshold.
- **Incident and Upgrade Notification:** Proactive notification of Akamai network upgrades or the status on current incidents.

## Troubleshooting and Support

- **Service Specific Tools:** Tools that allow you to troubleshoot on the Akamai network. Get domain information, conduct network connectivity tests, make content requests from a specific Akamai edge server, or view logs in real-time to help solve content delivery issues.
- **Customer Care:** View or open trouble tickets with Akamai's Customer Care and track break-fix technical issues. Note that Customer Care agents are available to troubleshoot issues with existing configurations, not ones that are in process of being integrated.
- **Training:** View on-demand training demos to further broaden your understanding of Luna Control Center capabilities.

## Need More Help?

Akamai's Managed Integration service is based upon the proven and repeatable Enterprise Solutions Methodology. If you believe the process outlined in this document does not meet your specific requirements, please contact your Akamai Account Representative to scope out a Custom Integration engagement.

## 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.



Akamai® is a leading provider of cloud services for delivering, optimizing and securing online content and business applications. At the core of the company's solutions is the Akamai Intelligent Platform™ providing extensive reach, coupled with unmatched reliability, security, visibility and expertise. Akamai removes the complexities of connecting the increasingly mobile world, supporting 24/7 consumer demand, and enabling enterprises to securely leverage the cloud. To learn more about how Akamai is accelerating the pace of innovation in a hyperconnected world, please visit [www.akamai.com](http://www.akamai.com) or [blogs.akamai.com](http://blogs.akamai.com), and follow @Akamai on Twitter.

Akamai is headquartered in Cambridge, Massachusetts in the United States with operations in more than 40 offices around the world. Our services and renowned customer care 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).