

# Named Enhanced Support

Personalized, preventive and prompt support to maximize availability



Named Enhanced Support is a high touch reactive and proactive support experience designed to maintain high availability of your mission-critical sites, applications and events running on the Akamai network. Named Enhanced Support offers fast response SLAs and a Named Support Engineer who helps you get the maximum out of your Support engagement. Your Named Support Engineer analyzes your Support cases and gives forward looking recommendations designed to reduce the frequency and severity of support issues, while also extending fast and skilled response if a problem does arise.

Akamai proactively helps you achieve high levels of availability through a comprehensive support experience available with Named Enhanced Support. Some key features include:

- **A Named Support Engineer.** A highly skilled Akamai expert responsible for delivering both preventive and reactive support for your web properties during business hours.
- **Preventive Support.** Periodic review discussions by your Named Support Engineer to inform, educate and recommend best practices based on your support usage. Your technical issues receive preferential attention and rapid escalation at Akamai.
- **Quicker resolution.** Preferential case handling and status updates delivered by your extended team at Akamai that understands your individual setup.
- **Faster response times.** Up to 300% faster than Akamai Standard Support.
- **Increased self-serviceability & empowerment.** Provides you with 2 free Akamai University seats.

Named Enhanced Support is comprised of the following high-value service deliverables.

## Preventive Support

- Continuous Proactive Engagement
- Monthly Touch-Point Call
- Quarterly Support Review Call
- Preferential Case Handling & Status Updates
- Portal Alert Management

## Proactive Support

- Unlimited Support Requests
- Fast Response SLAs

## Customer Training

- Akamai University Classroom Training
- Support tools and diagnostics training

## Product Features

### Named Support Engineer

- Named Enhanced Support provides you with a designated technical support expert who is your extended team member at Akamai responsible for ensuring a comprehensive support experience.
- The Named Support Engineer for your account is identified to ensure the best possible alignment of their specialized skills with your Akamai product setup. They deliver both preventive and reactive support for your web properties during business hours. You are entitled to periodic engagement sessions with your Named Support Engineer to analyze your Support usage and make sure you have fewer and less-critical support cases.
- In case of a support incident and technical break-fix issue, your expert works towards prompt resolution since they are already aware of your technology setup and your overall business. A 24/7 global pooled Support team also assists the Named Support Engineer for reactive support.
- Your Named Support Engineer will lead the fulfillment and delivery of Akamai Named Enhanced Support.

### Preventive Support

You can benefit through a variety of proactive-support features that Named Enhanced Support has to offer. Together with your Named Support Engineer, you can choose the options that will add the maximum value to your support experience.

## BENEFITS TO YOUR BUSINESS

- Minimize impact and downtime
- Do more with with your Akamai set-up and trust Akamai experts to support you when you need them.
- Access to seasoned technical experts familiar with your online setup.
- Faster, prioritized 24/7/365 access to Akamai Support.
- Continuous proactive engagement from Akamai Support with periodic reviews & best practice recommendations.
- Self-sufficiency and empowerment through Akamai University and Luna Control Center.

# Named Enhanced Support

## Continuous Proactive Engagement

The Named Support Engineer analyzes open issues and engages with the extended team for case resolution/ escalation. You are better prepared for major events with the proactive tickets we initiate, containing all relevant information to facilitate faster response from Akamai Support when required.

## Monthly Touch-Point Call

Your Named Support Engineer schedules a monthly touch-point call where case history, ongoing/ unresolved case statuses, root-cause analyses and proactive health checks for upcoming events are discussed, along with gathering your feedback.

## Quarterly Support Review Call

The Named Support Engineer proactively engages with you through a quarterly review call that provides you with a personalized and analytical view of your Akamai Support utilization. This is provided through a value confirmation report comprised of case trend analysis, updates on impact of proactive cases, and recommendations.

## Preferential Case Handling & Status Updates

To keep you informed about the progress and time to resolution of your P1 cases, you are entitled to proactive case status updates until the case is closed.

## Portal Alert Management

Your Named Support Engineer helps you configure, set up and modify real-time alerts available through the Luna Control Center. Designed to improve your ability to understand and manage the Akamai extension to your infrastructure, these alerts are delivered via email. Alerts can be tailored to inform system managers of critical conditions like:

- Edge bandwidth usage (drops or bursts in traffic)
- Origin-related failures
- Incomplete or aborted downloads
- Stream associated alerts

## Reactive Support

### Unlimited Support Requests

With Akamai Named Enhanced Support you are granted unlimited support requests. You have access to technical support for any Akamai-related issues that impact the performance or availability of Akamai services.

### Fast Response SLAs

Your Named Support Engineer, assisted by an extended support team, will deliver fast response SLAs during business hours. Beyond business hours, during weekends, and on holidays, a global "follow-the-sun" pooled support team will be available. You can reach these knowledgeable consultants by a dedicated toll-free telephone number to ensure technical issues are attended to efficiently and quickly.

Your calls and cases are routed through a prioritized support queue to ensure you receive accelerated response times.

	Named Enhanced Support Response Time	Live Support availability
Critical Impact (P1)	30 Minutes	24/7
High Impact (P2)	2 Hours	24/7
Low Impact (P3)	1 Business Day	Business Hours

Business Hours are, by geography as follows, Monday through Friday excluding local holidays:

- North America (GMT -05:00): 9:00 AM to 9:00 PM EST
- Europe (CET): 9:00 AM to 6:00 PM
- Asia-India (GMT +05:30): 9:00 AM to 6:00 PM
- Asia-Japan/Singapore (GMT +08:00): 9:00 AM to 6:00 PM

## NAMED ENHANCED SUPPORT HIGHLIGHTS

- Account is serviced by a named expert familiar with your online set-up.
- Fast response times and prioritized ticket handling with periodic case status updates.
- Includes two complimentary Akamai University classes per year, worth \$4000.
- Proactive Support reviews and best practice recommendations.

# Named Enhanced Support

## Training

### Two Seats in Akamai University Classroom Training

With Named Enhanced Support, you get two seats per year for Akamai University Classroom training at no extra cost. This 2-day instructor-led course provides hands-on training designed to help you extract maximum value from your Akamai investment. Web developers, IT managers, and those responsible for web operations should attend these courses to increase their knowledge of the Akamai platform and learn how to use it most effectively.

For example, participants can learn to:

- Create and deploy configurations for Akamai's Web Performance Solutions, Media Delivery Solutions, and Cloud Security Solutions.
- Troubleshoot web and streaming issues using Akamai's Luna Control Center.
- Optimize site and application off load, scalability, and performance.

### Support tools and diagnostic training

Akamai's Luna Control Center includes extensive troubleshooting guides and diagnostic tools. Your Named Support Engineer will provide bi-annual training on using this powerful tool set.

## Step up to the next level of Akamai Support, now!

### 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 global leader in Content Delivery Network ([CDN](#)) services, Akamai makes the Internet fast, reliable, and secure for its customers. The company's advanced web performance, mobile performance, cloud security, and media delivery solutions are revolutionizing how businesses optimize consumer, enterprise, and entertainment experiences for any device, anywhere. To learn how Akamai solutions and its team of Internet experts are helping businesses move faster forward, 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 57 offices around the world. Our services and renowned customer care are designed to 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).