

Akamai Premium Service and Support 2.0

Maximize Value, Minimize Risk



Premium Service and Support 2.0 reduces the complexity of your service and support planning process along with your ongoing operational tasks. By leveraging Akamai experts, proven methodologies, and best-in-class service delivery, we proactively help you manage your Akamai solution to accelerate value and maximize success.

Whether you need Akamai's fastest response time, preventive support, high-touch technology consulting, customized training, or expert assistance to keep your configurations tuned and up to date, Premium Support has it all! An integrated, multi-disciplinary technical account team delivers a truly personalized and managed service and support experience that helps you stay ahead in the competitive online space.

Product Highlights

- **Enhanced Reactive Support:** You get Akamai's fastest response time and preferential case routing to senior technology experts. A named contact is available for you during business hours.
- **Preventive Support:** Reduce occurrence of similar technical issues by engaging with a named strategic contact who is continuously engaged to help plan for and prevent break-fix scenarios.
- **Akamai Solution Optimization Through Expert Assistance:** Your Akamai setup is always tuned and optimized, and you get access to professional services experts and delivery through Enterprise Program Management.

BENEFITS TO YOUR BUSINESS

- Have a focused team of experts to manage and maintain your Akamai solution
- Enjoy 24/7 fast response to issues through an express routing code
- Reduce problem recurrence through personalized preventive support delivered by a strategic support contact
- Keep your Akamai setup always tuned and optimized with access to professional service experts
- Offload ownership and fulfillment of your Akamai projects to your specialized named team
- Gain competitive edge through high-value technology consulting delivered by a technical advisor
- Increase self-sufficiency through unlimited Akamai University seats and one custom on-site training
- Stay ahead of the curve with priority access to advanced features and Akamai's new technology initiatives through Priority Beta Participation

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- **Accelerated Speed to Market:** Get high-value technical consulting and expert guidance through a designated Technical Advisor who keeps you in tune with the latest trends and industry best practices.
- **Resources to build in-house Akamai product expertise:** Increase self-serviceability by leveraging unlimited Akamai University classroom training seats and one custom on-site training.

Product Features

PREMIUM REACTIVE SUPPORT

While the Akamai platform is proven to be very reliable, you have unlimited access to technical support for any Akamai-related issues that impact the performance or availability of Akamai solutions. A named support contact familiar with your Akamai setup is assigned to your account. They are available during local support business hours. After hours, on weekends, or any time your named contact is not readily available, your case will be routed to a global pool of senior technical experts. Wherever necessary, your designated support team works together to promptly resolve support incidents. As a Premium Support customer, your calls and cases get automatically routed to the top of the support queue and get our fastest-response SLAs:

	Critical Impact (P1)	Major Impact (P2)	Low Impact (P3)
Response Times	< 30 Minutes	< 1 Hour	< 1 Business Day
Case Status Updates	Hourly	Daily	Daily
Live Support Availability	24/7	24/7	Business Hours

Local support business hours are defined by major geography and are Monday through Friday, excluding local holidays:

North America ET (GMT -5:00):
9:00 AM to 9:00 PM

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 +9:00):
9:30 AM to 6:30 PM

CONTACT AKAMAI TODAY

Interested in learning more about Akamai Premium Support? Contact your sales representative today.

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Product Features (continued)

PREVENTIVE SUPPORT

You get access to a designated support expert who will provide enhanced, personalized, preventive, and reactive support services during customer business hours. This expert engages with you periodically to help analyze support usage and recommends corrective measures or best practices to make sure you have fewer and less critical support cases. Your expert's responsibilities also include planning and managing ongoing support engagement. Some critical aspects of support advocacy delivered by them include:

- Support for onboarding and fulfillment
- Continuous engagement, compliance check, and quality survey
- Single point of escalation and coordination for issue resolution
- Proactive services like problem prevention, feedback for improvement, training, and customized alerting
- Lead participation in customer event planning, create internal awareness, and present follow-up summary

We define a Custom Technical Support Engagement process that incorporates your preference for preventive and reactive case procedures. The communication, escalation, maintenance, and change management processes are aligned with this guide to deliver a customized experience.

TECHNICAL ADVISORY SERVICES

You receive high-value technical consulting and overall technical account management through a designated Technical Advisor who serves as your guide, advocate, consultant, and partner within Akamai.

PROFESSIONAL SERVICES

You get access to Akamai's specialized team of Internet experts who help you leverage the full feature functionality of Akamai solutions and keep your configuration tuned to peak performance. The ongoing configuration assistance by these experts helps you offload your Akamai setup maintenance.

ENTERPRISE PROGRAM MANAGEMENT

Akamai's Enterprise Program Management – delivered by the Akamai Services organization – is designed for customers looking to offload the management of multiple complex business initiatives. Our experts take complete ownership of every initiative, completing them on time and within budget, and ensuring your organization realizes the maximum value from its Akamai investment.*

* Proactive Service Availability Monitoring does not apply to Akamai's Security Services.

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PROACTIVE SERVICE AVAILABILITY MONITORING

Designed as an ongoing service to uncover potential availability and configuration risks, Proactive Service Availability Monitoring keeps you informed on issues and provides recommendations for addressing them.*

PRIORITY BETA PARTICIPATION

This program gives Premium Support customers priority access to Akamai product beta programs, and we make sure you receive priority consideration once new programs are launched.

CUSTOM ON-SITE AKAMAI TRAINING

Want to better understand – and independently configure, manage, and monitor – Akamai’s suite of solutions? Akamai offers personalized training courses delivered in a location of your choice by Akamai product experts. Customized to meet your needs, the courses help you gain the in-house know-how needed to fully and quickly extract the most value from Akamai’s solutions. You also get unlimited access to Akamai University global classroom training.

* Proactive Service Availability Monitoring does not apply to Akamai’s Security Services.

Maximize value, minimize risk by leveraging a designated Akamai expert team.



Akamai secures and delivers digital experiences for the world’s largest companies. Akamai’s intelligent edge platform surrounds everything, from the enterprise to the cloud, so customers and their businesses can be fast, smart, and secure. Top brands globally rely on Akamai to help them realize competitive advantage through agile solutions that extend the power of their multi-cloud architectures. Akamai keeps decisions, apps, and experiences closer to users than anyone – and attacks and threats far away. Akamai’s portfolio of edge security, web and mobile performance, enterprise access, and video delivery solutions is supported by unmatched customer service, analytics, and 24/7/365 monitoring. To learn why the world’s top brands trust Akamai, 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. Published 07/19.