

Akamai Standard Integration

Professional services option for simple and fast implementation of your Akamai solution



Akamai offers a Standard Integration service option for organizations that need simple and fast implementation of their Akamai solutions. Akamai provides comprehensive integration tools and documentation via the Luna Control Center. An Akamai integration specialist will be available to assist the customer throughout the process – validating requirements, providing Luna Control Center training, helping to optimize the deployment of Akamai solutions and features, and guiding the implementation to completion.

Process

Akamai's Professional Services integration specialists follow the Standard Services Methodology – a proven and repeatable process – for an easy-to-follow method of integrating Akamai's solutions and features with the customer's IT infrastructure. The Standard Services Methodology typically consists of the following three steps:

Step	Customer Tasks	Akamai Tasks
1. Preparation Assign resources, assess requirements, review tools and document	<ul style="list-style-type: none"> Assign resources for integration and for end-to-end project management Getting acquainted with Luna Control Center tools. 	<ul style="list-style-type: none"> Assign an Akamai integration specialist Introduce the customer to the Akamai services and schedule follow-up phone meetings. Provide Luna Control Center tools and implementation guides.
2. Deployment Activation of edge and origin configurations, testing and deployment	<ul style="list-style-type: none"> Prepare the origin server for serving content via Akamai Technologies Inc. Activate the Akamai configuration via Luna Control Center Test the solution on the Akamai Intelligent Platform™ Go-live: Customer switches the content or application to be served from the Intelligent Platform 	<ul style="list-style-type: none"> Provide a Luna Control Center walkthrough of the Akamai configuration process. Make recommendations based on best practices pertaining to the customer's content or application. Do a basic review of the customer's configuration. Go-live: Akamai specialists are available via email or phone throughout this step for additional assistance.
3. Wrap-Up Ensure that the deployed Akamai solution meets the success criteria	<ul style="list-style-type: none"> Test the production content to ensure proper functionality Review logs and reports Ensure proper setup of online alerts 	<ul style="list-style-type: none"> Set up logs, alerts and reports in the Luna Control Center. Conduct a review with the customer to ensure the success criteria for the implementation are met. Review on-going support procedures

Akamai Deliverables

As part of the Standard Services Methodology, Akamai provides the following deliverables:

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

This section outlines the roles and responsibilities of the Akamai Professional Services integration specialist as well as the customer's Project Manager and Technical Lead.

Akamai Integration Specialist

- Activate customers' accounts in the Akamai systems to enable content or application delivery from the Akamai Intelligent Platform.
- 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 tools.

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Customer Project Manager

- Review and track the implementation steps.
- Facilitate and escalate requirements within customer's organization.
- Communicate with their Akamai specialist regarding any obstacles.
- Update Akamai on completion of implementation steps.

Customer Technical Lead

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

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.

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?

The Standard Integration option is appropriate for customers who: Understand their content/application setup.

- Know how their Akamai solution will be used, configured and managed.
- Have sufficient technical knowledge and resources to manage the implementation with Akamai assistance.

If you prefer that Akamai provide complete ownership of the project and perform the configuration and testing tasks, Akamai's Managed Integration service may be a better fit. Contact your Akamai Account Representative to find out more about the Managed Integration option.

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.

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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 or 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.

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