Software as a Service

Fast, reliable, and secure SaaS application delivery

SaaS providers leverage Akamai to deliver SaaS applications quickly and securely with the goals of increasing adoption, renewal, and customer satisfaction across the globe

Meeting Customer Expectations

Customers of SaaS providers expect fast web and mobile performance, high availability, and strong protection for their data. As the number of individual users grows and service expands to new geographies, SaaS providers face critical questions:
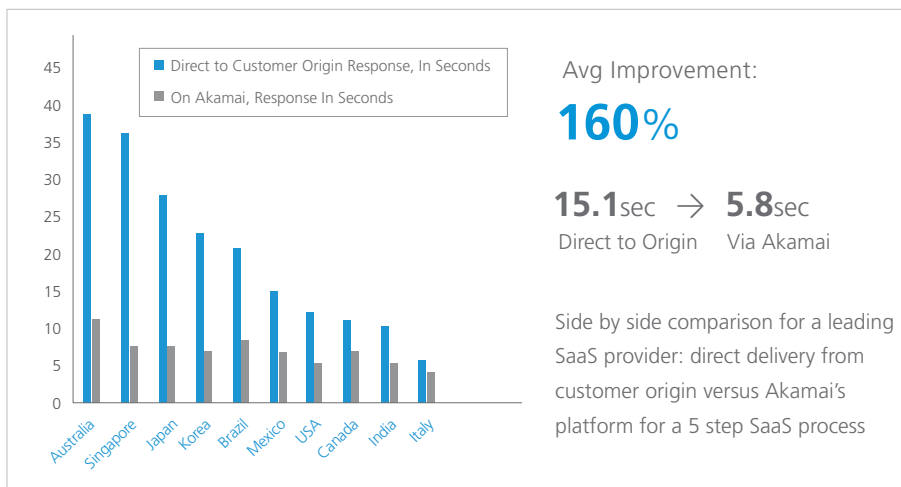
• Does increased user volume require expansion of infrastructure?

• Does poor performance in new geographic regions require additional hosting center locations?

• What is the best means to ensure strong data security and cyber-attack protection for SaaS applications?

SaaS providers are leveraging the massively distributed Akamai Intelligent Platform™ to deliver fast application performance to customers, across the globe, without adding infrastructure. In addition, Akamai's ability to offload volume by serving content from the Internet's edge means SaaS providers can serve many more customers without additional hosting resources. Advanced web application firewalls and Akamai's massively scaled defenses against DDoS attacks are designed to help SaaS providers meet customer expectations for secure application delivery.

Deep Expertise in SaaS Application Performance and Security

SaaS providers cite the high value they gain from working with Akamai's services team. These professionals help to configure Akamai's acceleration and security services with the objective of optimizing results for each SaaS provider's particular application dynamics. This expertise was built by working with more than 100 SaaS providers of all sizes and diverse application categories and by delivering 15-30% of all global web traffic. Akamai's experts can implement a set of SaaS-provider-specific-capabilities, built on top of Akamai's Intelligent Platform, to increase operational efficiency and meet the unique demands of SaaS application delivery.

Global SaaS Performance Improvement: 160% Faster on Average

BENEFITS TO YOUR BUSINESS

• **Improve** global web and mobile performance and availability

• **Defend** against DDoS and data breach attacks

• **Maintain** high availability during spikes in demand

• **Offload** traffic to reduce hosting costs

• **Gain access** to world-class expertise on SaaS performance and security

QUICK FACTS

• More than two-thirds of businesses cite decreased productivity and customer satisfaction due to poor application performance (IDG)

• Tech firms had an average of 4,529 security incidents in 2013 while the cost of incidents increased 15% (PwC)

• Tech firms say customer data was compromised or made unavailable in 37% of security incidents (PwC)

❝ *The solution set Akamai brings to the table is second to none in the marketplace, and what it can bring in terms of acceleration and security is something that we found truly unique, and matched the growth of our platform.*"

- **Drew Garner,**
  Director of Services Architecture, Concur

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Business Benefits

For most SaaS users, faster web and mobile performance and higher availability are primary criteria in initial adoption and renewal because they impact employee productivity. SaaS providers often experience lower support costs as performance and reliability improve and customer service calls decrease. With Akamai, SaaS providers can assure customers their applications have defenses that are designed to mitigate even very large denial of service attacks. Akamai's highly accurate cloud based web application firewall services are designed to block data breach attacks, such as SQL injection, a critical means to help protect customer's confidential information. When attack mitigation solutions are in place to prevent outages and data breaches, SaaS providers are able to re-focus resources on service and feature improvement. Akamai maintains PCI (Payment Card Industry) Compliance for Akamai's SSL network and helps SaaS providers to meet compliance standards.

Critical Visibility to Manage SaaS Delivery

SaaS providers often have limited insight into the granular details of performance metrics and cyber-attack characteristics. This insight is essential to improve control over cloud based delivery. Akamai's performance monitoring tools give SaaS providers ongoing visibility into web performance and availability, while security monitoring tools provide details on the nature of attacks and attack mitigation.

Akamai Complements Existing Hosting Services

Performance suffers for SaaS end users at locations that are distant from the large centralized computing facilities of hosting providers. Instead of increasing cost and complexity by adding new hosting locations, SaaS providers are using the Akamai Intelligent Platform™ — 150,000 servers in 92 countries within over 1,200 networks – to ensure fast response across the globe from a single hosting location. Akamai's massively scaled global platform also delivers security protections at the edge of the Internet, a fundamentally different approach than hardware-based solutions positioned inside a hosting center.

Akamai is Trusted by:

100+
SaaS Providers

27 OF TOP 50
Global SaaS Providers

Representative Customers

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.