

Akamai Guided Delivery Service

Expert guidance to maintain your Akamai solution



In today's competitive online environment, Akamai Web Performance and Delivery solutions¹ give you the technology edge that enables a transformational user experience. Dynamic user behavior and an ever changing Internet landscape demand constant updates and real-time change management. While you take control of your Akamai solution, trust Guided Delivery Service to provide you expert assistance when you need it.

Guided Delivery Service is an ongoing professional services offering that enables you to manage and optimize your Akamai solution with trusted guidance and interactive virtual trainings delivered by Akamai experts.

Key components of Guided Delivery Service:

Guided Configuration Updates

Guided Configuration Updates give you access to an Akamai expert who provides guidance while you are performing a planned configuration change or deploying a new Akamai configuration. The Akamai expert is also available for queries regarding your Akamai solution.

Quarterly Insights

Quarterly Insights are periodic sessions when an Akamai expert provides structured utilization review and analysis every quarter. This feature enables you to get visibility into your Akamai utilization, learn about best practices, and receive recommendations to optimize your Akamai solution.

Each Quarterly Insight session is comprised of two components. The first component is an Akamai utilization review, including Guided Delivery Service usage for a given quarter. The second component is a Value Added Report, which reviews different aspects of your Akamai solution every quarter and provides recommendations. One of the following Value Added Reports will be delivered every quarter:

- Alerting & Reporting review
- Configuration Health Check
- Akamai Support review
- Industry review

Modular Virtual Trainings

Modular Virtual Trainings are interactive, web-based, short-duration trainings delivered remotely by an Akamai expert. You can request trainings from a catalogue that spans the Akamai Luna Portal, Akamai Media, and Akamai Web Experience products.

Akamai Edge Conference

The Akamai Edge Conference is where the world's biggest, most innovative brands shaping the future of the Internet meet every year. Guided Delivery Service gives you an opportunity to attend the Akamai Edge conference. You can meet, learn, and collaborate with Internet innovators, tech professionals, and online business pioneers at this 3-day premier annual event.

Guided Delivery Service also gives you an opportunity to attend the Akamai Edge Conference, Akamai's annual customer conference. You can meet, learn and collaborate with Internet innovators, tech professionals and online business pioneers at this 3-day premier annual event.

BENEFITS TO YOUR BUSINESS:

- **Keep your Akamai solution up to date:** Expert guidance for performing ongoing configuration changes.
- **Expert insights & best practice recommendations:** Quarterly Insight sessions to provide visibility into Akamai utilization and share recommendations.
- **Increased self-serviceability:** Live, interactive, on-demand web-based Modular Virtual Trainings on the Akamai Platform and solution concepts.
- **Network with peers, industry trendsetters, and experts:** 3-day Akamai Customer Conference pass to connect with Akamai experts, partners, and fellow customers.

¹ Does not provide coverage for Akamai streaming and security solutions.

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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 or 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.
