

Broadcast Operations Control Center (BOCC)

Offload broadcast stream management to Akamai experts



The fast evolving media broadcast industry is characterized by multi-screen environments, devices and a wide array of channels. With an unprecedented focus on delivering consistent stream quality, reliability, and availability of Over-The-Top (OTT) media, broadcast operations teams are limited by lack of visibility into CDN networks.

The Akamai Broadcast Operations Control Center (BOCC) is designed with modern day user expectations in mind and delivers a proactive solution to maintain and improve the quality, reliability and availability of your media streams. It is a perfect companion for Live Linear streams consumed across ubiquitous screens.

BENEFITS TO YOUR BUSINESS

- **Proactive, Real-time 24x7 Monitoring and Mitigation** to address stream quality and availability issues.
- **Gain Deeper Insights** into your media set up and get best practice recommendations for optimization.
- **Round The Clock Access to Akamai Media Experts** for assistance.
- **Ensure High Quality of Service** through detailed component level reports and quality metrics.
- **Enhanced Live Event Coverage and Reporting** for your most important events.
- **Minimize Operational Costs** by offloading management of your media streams to Akamai.

Key Capabilities

Akamai Broadcast Operations Control Center (BOCC) is a managed solution designed for customers looking to offload (or supplement) proactive monitoring, alerting, live support and mitigation for their OTT video streams. It provides direct access to Akamai media experts who have unprecedented network visibility and offer hands-on assistance when there is a need.



This service is comprised of five key features:

Proactive 24x7 Stream Monitoring by Media Experts:

Akamai's team of media experts leverage the state-of-the-art Broadcast Operations Control Center (BOCC) facility to keep a constant watch on your streams. These media experts employ proactive monitoring, custom alerting, synthetic testing and third-party tools to evaluate stream quality and ensure availability. Each BOCC-supported component in the broadcast workflow is monitored for availability, correctness and performance.

Alerting & Mitigation:

Advanced monitoring tools and industry-leading experts are continuously at work to help detect any degradation in stream quality before it impacts end users. The active monitoring is supported by automated alerting for system component availability, content quality and audience experience. The BOCC team will notify you of any such alerts and implement procedures to restore stream quality.

Akamai BOCC offers SLAs for Time to Respond and Time to Notify, ensuring rapid detection, alerting and mitigation of issues. You will also receive personalized playbooks for live streaming events as well as reporting on alert and case volume, severity and frequency.

Direct Access to Media Experts:

Akamai BOCC will provide you with direct, ongoing access to Akamai Media experts, who empower the most advanced media brands globally. Akamai Media experts have unparalleled understanding of streaming video technology and networking technologies. These high speed data miners are ready to support you 24x7, should you need them.

Periodic Reports, Insights and Recommendations:

You'll receive broadcast summary reports that offer insights and understanding into the state of your Akamai media infrastructure. Our experts will help you understand the findings in these reports and share best practice recommendations for prevention and optimization.

Live Event Monitoring:

In addition to 24/7 monitoring, BOCC includes coverage for one live streaming event per month. This is applicable for media events up to four hours long, with up to one million concurrent viewers. A designated Akamai media operations expert will engage with you to ensure event preparation and fluent execution. This will include configurations updates, capability assessment, escalation procedures, testing, health check, eyes on glass monitoring, alerting and mitigation. You'll also receive a post-event summary report along with recommendations for preventing similar issues and improving quality.

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 world's largest and most trusted cloud delivery platform, Akamai makes it easier for its customers to provide the best and most secure digital experiences on any device, anytime, anywhere. Akamai's massively distributed platform is unparalleled in scale with over 200,000 servers across 130 countries, giving customers superior performance and threat protection. Akamai's portfolio of web and mobile performance, cloud security, enterprise access, and video delivery solutions are supported by exceptional customer service and 24/7 monitoring. To learn why the top financial institutions, e-commerce leaders, media & entertainment providers, and government organizations trust Akamai please 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, or call 877-425-2624. Published 07/17.