

# Akamai Global Services

Your Cloud Security & Delivery Experts



정책진 전무  
Akamai Technologies, 2021

# AGENDA



- Global Services Capabilities
- Services Portfolio
- Edge Services
  - Plus / Advanced / Premium 3.0
- Security Services
  - SOA / RRS / MSS
- Protect & Perform 1.1 Bundles
- Additional Services

# CORE CAPABILITIES

## Global Services

## Professional Services

Execute your day-to-day with ease, create, test and deploy with experts by your side.

## Technical Support

24/7 global support to troubleshoot issues and maintain availability and performance.



## Technical Advisory

Enable technical best practices to minimize your business risk.

## Problem Prevention

Create more confidence in your operations and prevent issue recurrence.

## Training & Education

Courses and training programs to help users and admins learn industry best practices to maximize the value of the Akamai solutions.

# GLOBAL SERVICES

Global Scale



 BOCC Location  
 SOCC Location

**2,100+**  
Employees

**26**  
Countries

**24/7**  
Responsive to support

**1.1M+** Customer-Facing Professional Services Hours Delivered Annually

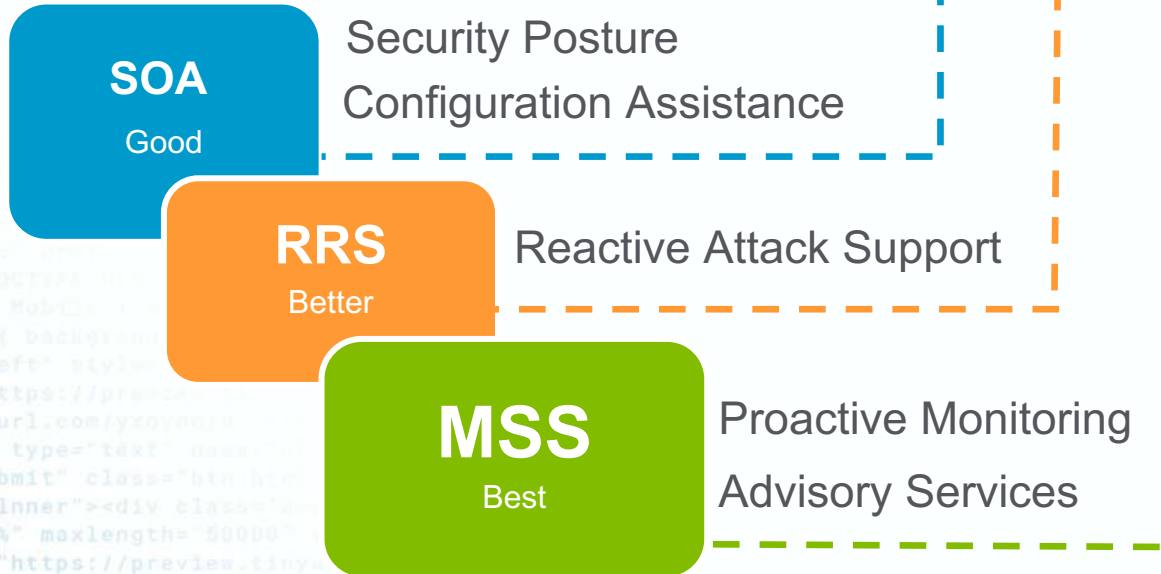
**75,000**  
Cases Closed/Year

# SERVICE PORTFOLIO

Scalable and Flexible

Our professional expertise allow customers overcome the most challenging problems to keep their business protected against the latest threats

## SECURITY PORTFOLIO



Professional experts that allow customers to stay ahead and accomplish their specific business goals through the adoption of Akamai solutions

## EDGE PORTFOLIO





# Edge Services

# PORTFOLIO

## Edge Services



# PLUS SERVICE AND SUPPORT

## | What's included

### Technical Advisory



#### Monthly Service Reports

Advanced reporting intended to inform your monthly touch points.



#### Programmatic Health Checks

Periodic examination of your critical configuration files to identify gaps, uncover problems, and discover opportunities for optimization.

### Technical Support



#### Enhanced SLAs

Faster Response time for technical support **60- Minute** Technical Support Service Level Agreement for all severity one issues.



#### Technical Support

Provide efficient and effective support including unlimited Support Requests for one Customer Team

### Professional Services



#### Named Akamai Solution Expert

Provides high-value aligned, context based Professional Services.



#### Professional Services

Execute your day-to-day with ease and create, test and deploy with an expert by your side. **18 hours/quarter PS.**

### Education



#### Akamai University

Training programs designed help users and admins industry best practices to maximize the return on their Akamai investment.

**1 virtual seat per year.**



# ADVANCED SERVICE AND SUPPORT

## | What's included

### Technical Advisory



#### Monthly Service Reports

Advanced reporting intended to inform your monthly touch points.



#### Programmatic Health Checks

Periodic examination of your critical configuration files to identify gaps, uncover problems, and discover opportunities for optimization.



#### Technical Advisor

Access to a designated advanced technical advisor.



#### Semi Annual Service Review

Comprehensive services deep dive review covering highlights, challenges, deviations, consumption, recommendations.

### Technical Support



#### Enhanced SLAs

Faster Response time for technical support **30- Minute** Technical Support Service Level Agreement for all severity one issues.



#### Technical Support

Provide efficient and effective support including unlimited Support Requests for one Customer Team



#### Aligned TSE

Aligned Technical Support Engineer provides context based technical support, to mitigate, solve and help prevent Technical Support issues.

### Professional Services



#### Named Akamai Solution Expert

Provides high-value aligned, context based Professional Services.



#### Professional Services

Execute your day-to-day with ease and create, test and deploy with an expert by your side. **30 hours/quarter PS.**



#### Project Management (Add-on)

Aligned project management and reporting of customer projects

### Education



#### Akamai University

Training programs designed help users and admins industry best practices to maximize the return on their Akamai investment.

**2 virtual seat per year.**

# PREMIUM SERVICE AND SUPPORT

## | What's included

### Technical Advisory



#### Monthly Service Reports

Advanced reporting intended to inform your monthly touch points.



#### Programmatic Health Checks

Periodic examination of your critical configuration files to identify gaps, uncover problems, and discover opportunities for optimization.



#### Technical Advisor

Access to a designated advanced technical advisor.



#### Semi Annual Service Review

Comprehensive services deep dive review covering highlights, challenges, deviations, consumption, recommendations.



#### Quarterly Business Reviews

Account review covering trends, consumption report, traffic numbers, analysis, recommendations, and much more.



#### Technical Business Assessment

In-depth assessments focused on your critical business goals, providing clear actionable recommendations.

### Technical Support



#### Enhanced SLAs

Fastest response time, **15-minute** Time To Respond (TTR) Service Level Agreement (SLA) for or all severity one issues.



#### Technical Support

Provide efficient and effective support including unlimited Support Requests for one Customer Team



#### Aligned TSE

Aligned Technical Support Engineer provides context based technical support, to mitigate, solve and help prevent Technical Support issues.



#### Support Advocacy

Named Technical Support contact to manage escalations and improve supportability over time

### Professional Services



#### Named Akamai Solution Expert

Provides high-value aligned, context based Professional Services.



#### Professional Services

Execute your day-to-day with ease and create, test and deploy with an expert by your side. **120 hours/quarter PS.**



#### Project Management

Aligned project management and reporting of customer projects



#### Proactive Services Availability Monitoring

Advanced monitoring and alerting enable you to take rapid action on any identified outages and potential issues.



#### Off-Hours Configuration Assistance

Engage our Global Professional Services organization for configuration assistance on your time.

### Education



#### Akamai University

Training programs designed help users and admins industry best practices to maximize the return on their Akamai investment.

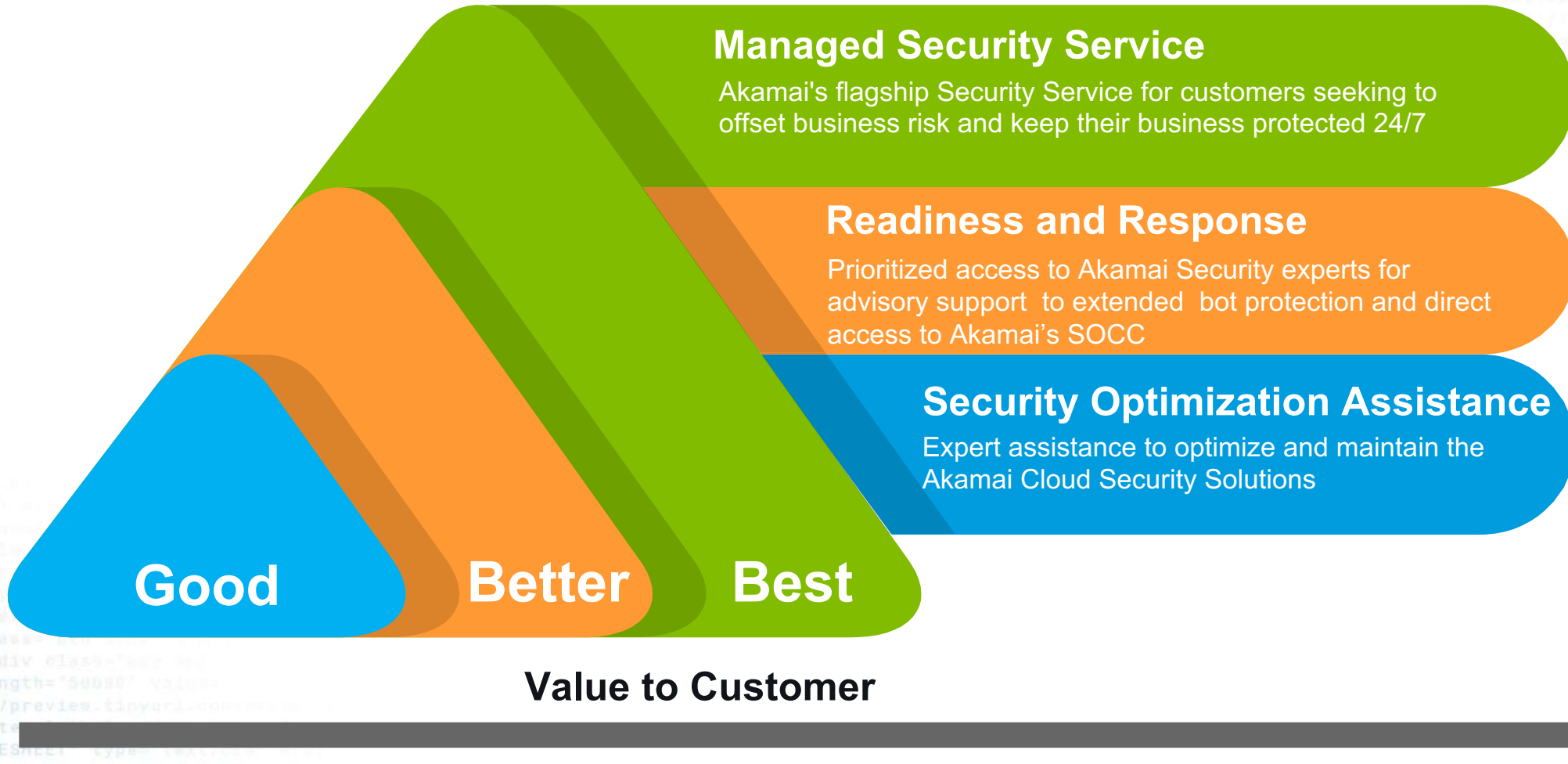
**Onsite Training - 2 consecutive days**  
**Virtual seats - unlimited**



# Security Services

# PORTFOLIO

## Security Services



# SECURITY OPTIMIZATION ASSISTANCE

## | What's included

### Attack Readiness



#### Technical Security Review

Comprehensive analysis of your cloud security configurations and recommendations for configuration updates



#### Configuration Assistance

Experts who help in fine-tuning and optimize your security configurations



#### Security Health Checks

Quantify your security posture at different levels

### Advisory Services



#### Aligned Security Expert

Aligned security expert to manage your business priorities

**Check-in = Quarterly (SOA)**

### Security Event Management

### Proactive Monitoring

# READINESS AND RESPONSE SERVICE

## What's included

### Attack Readiness



#### Technical Security Review

Comprehensive analysis of your cloud security configurations and recommendations for configuration updates



#### Configuration Assistance

Experts who help in fine-tuning and optimize your security configurations



#### Security Health Checks

Quantify your security posture at different levels

### Advisory Services



#### Aligned Security Expert

Aligned security expert to manage your business priorities

**Check-in = Monthly (RRS)**

### Security Event Management



#### Attack Support

Prioritized 24/7 SOCCs support and incident response

**Reactive Cases**



#### Response SLA

Severity 1 = 30 minutes

### Proactive Monitoring

# MANAGED SECURITY SERVICE

## What's included

### Attack Readiness



#### Technical Security Review

Comprehensive analysis of your cloud security configurations and recommendations for configuration updates



#### Configuration Assistance

Experts who help in fine-tuning and optimize your security configurations



#### Security Health Checks

Quantify your security posture at different levels



#### Operational Readiness Drills

Dry run to test people and processes to ensure fast response in the event



#### Attack Mitigation Exercises

Live attack traffic between the customer and the Akamai SOCC

### Advisory Services



#### Aligned Security Expert

Aligned security expert to manage your business priorities

**Check-in = Biweekly (MSS)**



#### Monthly Solutions Report

Transparency into security operations with threat intelligence, security bulletins on a monthly basis



#### Customer Business Review

Validates the value provided by the product and service to the customer's business



#### Security Intelligence

Information that will assist with cyber positioning, hardening, situational awareness, and mitigation

### Security Event Management



#### Attack Support

Prioritized 24/7 SOCCs support and incident response

**Proactive Cases (MSS)**



#### Response SLA

Severity 1 = 30 minutes



#### Post Event Report

Details about confirmed security incidents, all mitigations taken, and overall response

### Proactive Monitoring



#### 24/7 Proactive Monitoring and Anomaly Detection

Real-time analysis to detect anomalies in traffic behavior and prevent potential threats

# PROTECT & PERFORM 1.1

## Packaging & Benefits

		Edge Products		
		Good	Better	Best
Security Products	Good	Protect & Perform <b>SOA with Plus</b>	Protect & Perform <b>SOA with Advanced</b>	Protect & Perform <b>SOA with Premium</b>
	Better	Protect & Perform <b>RRS with Plus</b>	Protect & Perform <b>RRS with Advanced</b>	Protect & Perform <b>RRS with Premium</b>
	Best	Protect & Perform <b>MSS with Plus</b>	Protect & Perform <b>MSS with Advanced</b>	Protect & Perform <b>MSS with Premium</b>

### BENEFITS

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Defined packages with increasing customer value
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Share PS hours across Security and Edge Services
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More product choices -- Sub-Products completely scalable





# Additional Services

(Event Support / mPulse Service / CIAM Services)

# SERVICE PORTFOLIO

## Summary

