



Akamai Customers Champion Security Solutions, Support, and Partnership

By Jenny Kanevsky

Akamai's customers are some of the world's largest and most well-known organizations. They face relentless threats to their enterprise, operations, brand, and revenue daily.

In the last decade, Akamai has served customers' needs by building a broad portfolio of analyst-validated, market-leading security solutions designed to help them stay ahead of threats and quickly adapt to the changing security landscape.

Our guiding principles are customer tenets, which still motivate our entire company.

1. To provide services and solutions that fit their unique needs
2. To help them gain or maintain their competitive advantage
3. To provide proactive team support

Akamai is a customer-first company. Our teams always focus on the needs of our customer base. We lead by example, and our customers recognize our partnership as integral to their business operations.

"I know we are in good hands with Akamai. I'm not afraid of whatever comes our way now because I know that Akamai is handling way bigger attacks than we've ever had on our platform." Marcin Bienek, Site Operations Manager, [Kleinanzeigen Customer Story](#), Germany

Tailoring Akamai Solutions and Services to fit customer needs

Some of our customers require complex deployments and support to suit their unique needs. Akamai prides itself on the customizability of our toolset, meaning we can deliver targeted and fine-tuned security solutions backed up by professional services and support, ensuring collaborative and comprehensive safety, uptime, and protection. It's one thing for customers to know they have the best security solution for their organization. Having an experienced team of technical support and service experts backing that up is quite another.

Macmillan Cancer Support, a well-established charity in the UK, was dealing with a big challenge. They faced a multi-year, multi-million-pound effort to segment their network. In the meantime, their teams experienced what they described as “alert fatigue” because their legacy systems continuously generated false positives.

Akamai was the cost-effective solution for Macmillan. We offered a lower cost for their segmentation effort and reduced the time to realize value from years to months. As a result of their experience, Macmillan selected Akamai as a primary strategic Technology Partner.

“We are delighted that Akamai is now one of our primary strategic tech partners, and we look forward to continuing to do whatever it takes to give people the support they need together.” Tim O’Neill, Head of Information Security, [Macmillan Cancer Support Customer Announcement](#), UK

From fine-tuning Akamai tools to block only suspicious behavior to [managing sprawling API ecosystems](#) to [migrating and protecting web properties with speed and precision](#), Akamai’s tailored, people-oriented approach to customer challenges continues to create happy customers worldwide.

Gaining a competitive advantage

Akamai’s focus on tailoring our solutions to fit customers' needs empowers them to focus on their larger business objectives. Time and again, our customers say that thanks to Akamai, they can shift their efforts to mission-critical goals, such as delivering better and safer business experiences to their customers.

“Everything we do is focused on delivering better patient outcomes, regardless of where they live or how much they earn. People living in the middle of the city or the farthest reach of our country all deserve access to quality medical care.” Nathanael Faibis, Founder and CEO, [Alodokter Customer Story](#), Indonesia

Alodokter’s mission is to make high-quality healthcare accessible to hundreds of millions of patients in Indonesia. However, they face challenges as a growing startup and within the actual geography of their home country, Indonesia, which makes network access challenging. Further, since their goal is to sync with local hospitals, each with a unique technology platform, Alodokter needed sophisticated API management and the highest levels of data security.

With Akamai's global network and leading security solutions, Alodoktor found a technology partner that helped their teams shift their focus on mission-critical goals.

Winning with proactive team support

Akamai's tailored and flexible approach to customers extends to our support and managed services teams. Unlike others, Akamai employs over 200 dedicated experts to be extensions of our customers' technical teams and provides global support and professional services in ten languages worldwide.

"We needed to take care of security issues, and my team likes to develop and be part of the process actively, so anything in English or with a higher service-level agreement complicates it for me. That's why Akamai is very strong versus other competitors, for their positioning in Spanish-speaking countries." Javier Vera Duran, Assistant Manager, [SMU Customer Story](#), Chile

SMU is one of Chile's leading companies in the supermarket retail industry, with multiple subsidiaries, approximately 400 stores, and 24,000 employees. It operates twenty-eight stores in Peru and offers an online shopping experience.

SMU sought to stand out from fierce online competition through two KPIs:

1. The completeness and effectiveness of order delivery.
2. The speed of delivery.

Akamai was a strategic partner for SMU in this endeavor for differentiation and speed to market, and one of the immediate benefits SMU saw was the speed of Akamai's solutions. Additionally, the security and support offered by Akamai in Spanish and the ability to engage directly with Akamai teams were also crucial to the company.

"In other companies, these processes are much slower, and sometimes it takes days for them to work," says Vera Duran of SMU.

Akamai is here for customers, wherever they are

Akamai Security protects our customers' systems and data by helping teams embed market-leading security solutions into everything they create—anywhere they build it, and everywhere they deliver it. Our people scale along with our solutions. We provide global services and support in local languages tailored to our customers' needs. In partnership with our customers, we help them grow, build their businesses, and gain a competitive advantage in the marketplace.

Learn More

Read this [blog post](#) to learn more about Akamai's commitment to customers.

Contact Us