



Akamai Customer Trust Built on Partnership and Best User Experience

By Jenny Kanevsky

Learn more about Akamai's 25-year history of growing with our partners to deliver high-performance, reliable products and solutions.

Akamai customers worldwide—from the largest, most well-known name brands to start-ups and everything in between—must deliver exceptional customer experiences with the highest performance and reliability while continuously innovating and protecting end users.

As a result, they are looking for vendors with the best products and solutions and want to know which vendor will be available to them after the sale. Can they trust and rely on post-sale service? Are they investing in a relationship that will grow with their business?

From the device to the application, [Akamai Connected Cloud](#) and our suite of performance, security, and compute solutions uniquely solve today's complex challenges and are ready to scale tomorrow. We provide customers with the scale, performance, and reliability to deliver responsive and secure end-user experiences.

At Akamai, customers are not just purchasers of our services; they become business partners. We stay connected after the sale. We will be there as you grow your business and your needs evolve. We want your business to expand and excel and will support you.

The power of a reliable relationship

Customers consider their partnerships and strategic relationships with Akamai essential to their success. Our reliability and trustworthiness have allowed our customers to count on us to help grow their businesses and provide technical solutions to address their evolving needs over the years.

For some of our customers, their long-term relationship with Akamai has been critical to their success. We work in concert with them as they expand, build on, and change their businesses. At the same time, Akamai evolves with new and updated products and services to meet our customers' needs and deliver groundbreaking technology.

Here is a sample of what our worldwide customers have to say about their relationship with Akamai:

- “From the start, we were looking for a partner, not a provider. Some of the large providers see us only as a transaction. Akamai Connected Cloud is the kind of partner that will be with us from the start, today, and beyond.” – [Bryce Adams, Founder, Meteorik, Australia](#).
- “I am absolutely thrilled with our strategic relationship, which has enabled us to deliver and protect one of our key brands, Argos, for 14 years. And it is now wonderful to see this expand to protect all of our brands. This is a true testament to the great work delivered by the Akamai team, and we cannot wait to see what the future holds for our partnership.” – [Bleddyn Williams, Head of Engineering, Sainsbury's, United Kingdom](#).
- “We have grown together. Akamai not only meets our needs, but they are compatible with our business model and are the most cost-effective provider.” – [Ana Dzida, Vice President of Marketing, NSoft, Bosnia and Herzegovina](#).

The power of partnership, high-performance solutions, and compliance

Our customers greatly appreciate our partnership, high-performance solutions, and commitment to following the applicable global compliance and regulatory requirements. At Akamai, we are dedicated to our customers' success.

- “We love working with Akamai. They consistently deliver great reliability and performance through their solutions, which are also fully compliant with the latest security regulations. The team is pretty much an extension of our own, acting in a highly professional manner and always available if we need any help. They have enabled us to delight our customers with safe and efficient shopping experiences. The business value we derive through the collaboration is fantastic, and we look forward to our future work together, which will enable us to continue to reconnect people to nature.” – [Jérôme Etienne, Group Chief Information Security Officer, Groupe Rocher](#).

Delivering the best, most consistent user experience

Our customers value their strong partnerships with Akamai and rely on our products and services to perform at the highest level. Those two essential ingredients enhance their user experience and allow them to deliver the best experience to their customers. As one Akamai customer put it:

- “With Akamai’s extensive global network, we provide a better experience to our gamers by delivering from the edge and reducing latency.” – Glen Miner, Technical Director, Digital Extremes

Other customers cite reduced latency and downtime, uninterrupted business, lower query speed, and improved cost-effectiveness. These are all critical performance elements but are meaningless without consistency and reliability, which our customers affirm.

- “Our partnership with Akamai positions us to confidently bolster the uptime of Panasonic,” Europe’s 200+ web properties for uninterrupted business. – [Stefan Schulze, Principal IT Consultant, Network & Cloud Security, Panasonic Information Systems Company Europe \(PISCEU\)](#).
- “The partnership with Akamai has brought tremendous results for customers, delivering reductions in latency by as much as 100 milliseconds; 200% reductions in overall query speed; and, in one case, bringing a staggering 70% reduction in cost.” – [Stephen Goldberg, CEO, HarperDB](#).

Overall satisfaction

Some customers speak about their overall satisfaction in multiple areas, including performance, security, onboarding, partnership, and more – which all boil down to delivering the best experience to their end users.

- “With the support of Akamai, we are very satisfied with the performance and security of our digital products, offering our customers the best user experience possible. From the excellent onboarding process tailored to technical staff and general management to the communication with the team, we are pleased about the cooperation. Akamai and T-Systems are very proactive, and we like that in the everyday business.” – [Jennifer Schneller, Head of E-Commerce, bofrost*](#).

25 years and counting

Akamai has a 25-year history of growing with our partners and delivering products and solutions that perform reliably at the highest level. We meet our customers' needs, exceed their expectations, and offer the best experience for them and their end users.

And we've only just begun. Partner with us as we build the cloud that will power growth and innovation in the coming decades. [Akamai Connected Cloud](#) empowers our customers with distribution and decentralization, low latency, security, and globally scalable design – all on the same network, which many of the world's largest companies have relied on for over 20 years.

Learn more

Read more about [Akamai's commitment](#) to our enterprise customers.

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