

Professional Services

Advanced professional services to optimize your content delivery.

The online delivery of your content, from source to consumer, depends on using a robust network, smart configurations, and optimized systems. Limelight Networks® offers professional services that provide assistance across all layers of your content delivery architecture. With our team of experts, you'll benefit from our proven best practices for executing live streaming events, expediting content publishing, assessing content delivery network (CDN) solutions, and maximizing return on investment. Our agile team of professionals works with you—in whatever capacity you require—to get the job done. Limelight Networks not only delivers high-quality online experiences, but with the help of Professional Services, we empower you to do the same.

Our performance solutions integrate third-party products and services with core Limelight Networks solutions, including:

- Live and on-demand content delivery
- Interactive advertising
- Mobility and monetization
- Video content management
- Web application acceleration
- Web infrastructure services

"Limelight brings customer service to a new level. During our very aggressive project to deploy their services, their personnel acted as a seamless extension of our best teams. Limelight Professional Services was well prepared to ensure a quick and successful project, which resulted in a very smooth transition with no negative impact on our customers."

- Nic Di Iorio, CTO, The Knot, Inc.

- **Live Event Services.** This complete solution provides everything you need to design, deliver, and manage your live streaming event. Whether you are evaluating technology solutions, setting up encoders, creating custom players, or seeking dedicated engineering staff during an event, we offer professional support services for every step along the way.
- **Integration Services.** This package is ideal for any company looking to publish content quickly to the Limelight Networks platform. It's also designed to assist existing Limelight Networks customers who plan to deploy additional services.
- **Site Optimization Services.** Whether you're a Limelight Networks customer or work with another CDN company, the performance of your website will benefit from an infrastructure that's optimally configured and deployed. Let us look at your infrastructure holistically and investigate opportunities to maximize your performance and your investments. Site Optimization Services include a detailed assessment of your front-end and back-end architecture, page layout, content security measures, and content management procedures.
- **Origin Services.** Receive partial or full-service assistance in managing your content storage infrastructure—from migrating content to ingestion and encoding, to targeted customization, to global support and "content seeding" solutions.
- **Outsourced Infrastructure Services.** Allow Limelight Networks to set up a custom infrastructure for your organization and manage it on your behalf. This offering is perfect for customers who operate under stringent security requirements or whose deployment scenario demands a specialized solution. It's also perfect for customers who want to save time and money by offloading infrastructure build-out and management.
- **Distributed Storage Services.** The Limelight Networks platform has capacity for thousands of petabytes of content. Now you can leverage our high-availability architecture, as well as our expertise in designing and provisioning distributed storage solutions—for efficient, affordable, and highly scalable storage that meets your current and future needs. We can also help by configuring additional infrastructure services such as Content Connect and DNS Traffic Balancer.
- **Web Development Services.** Why outsource your web architecture to another vendor? Limelight Professional Services provide innovative, end-to-end web solutions that match your vision and your online business goals—while ensuring fast time-to-market.

Live Event Services: Flawless event execution

Don't let technical surprises ruin a perfect performance. With Live Event Services, you can count on our extensive experience in delivering the largest live global web events. We work with you to make sure all of the pieces come together in the right place, at the right time. When it's live, you only have one chance to get it right.

Event planning

We offer best practices advice for your audience size, audience generation needs, bit-rate requirements, traffic projections, and reporting plans. As part of the Live Event Services package, we team with you to evaluate partner technologies (media players, encoders, ad insertion solutions, etc.) and provide logistical planning and communications around your event.



Limelight Networks delivered President Obama's 2009 inaugural address live to an estimated 2.5 million viewers, equal to more than two full Nielsen ratings points. Most viewers joined a live video stream just before the address and remained connected for the entirety of the speech.

Network provisioning

Our provisioning services help you quantify traffic, determine hardware requirements, and select distribution servers and locations. We also provide optimal signal acquisition provisioning and reliability reporting, ensuring a stable source signal throughout your event.

Pre-event testing

Thorough testing before an event minimizes risk when live streaming begins. We help you test all aspects of the delivery system, and our team is available for immediate troubleshooting whenever needed.

Live event support

Dedicated onsite or offsite engineering resources are at your disposal for live support during your event. With Live Event Services, you get an open communications bridge one hour prior to your broadcast that stays open for the duration of live streaming activities. We also use internal tools to monitor all of your event streams, ensuring the best network delivery routes for your content and the highest event performance.

Post-event review

We assist in the post-event evaluation process with reviews that can help you streamline your delivery system and anticipate new challenges. Our verification report details the production values of your event and recommends opportunities for the future.

Integration Services: Seamless migrations

Looking to publish content quickly? Switching from a legacy CDN? Integration Services provide a turnkey approach for the CDN-encoding of your content. Whether you're a new customer or simply upgrading with additional products, take advantage of Integration Services for the fastest, easiest migration.

Full-service transitions

We offer detailed configuration reviews, hands-on content migration assistance, and URL-switchover support to ensure a seamless transition to the Limelight Networks platform. Throughout your migration, we share best practices for maintaining a content delivery system that suits your needs, from CMS integration to recommended procedures for managing header settings.

Strategic planning

Sometimes all you need is a little help in the planning process. Our team identifies potential technical challenges before they become a problem and suggests a logistical approach for content migration, delivery, and presentation, such as website and player design.

Training

To maximize your content delivery service, we can train your staff on the features included with your Limelight Networks offering. The training helps ensure that you take full advantage of our advanced reporting applications, security features, and any custom solutions designed specifically for your content delivery system.

Installation

Make sure your system is configured for the fastest delivery speeds and highest site performance. Let our professionals supplement your team to test and support your implementation. We also conduct post-installation reviews.

Site Optimization Services: Greater efficiency, better performance

Demand the most from your content delivery system. Through Site Optimization Services, our experts seek out content network and management inefficiencies, make recommendations for improvements, and transfer knowledge to your internal resources.

Advanced technology solutions

Limelight Networks can work with your preferred technology provider or offer solutions that integrate technologies from our extensive partner ecosystem, including:

- Encoding
- Transcoding
- Geo Reporting
- Geo Compliance
- Media player(s)
- Advertising
- Insertion/Stitching

Front-end optimization

Interested in decreasing the load time of your web pages? We can provide an affordable assessment of your front-end architecture—including components such as style sheets and HTML, Flash, and JavaScript objects—that can result in significant performance improvements.

You don't even have to be a Limelight Networks customer; we work with you no matter whose technology and delivery services you use. In either case, Site Optimization Services can drastically improve your cache-hit ratio and content delivery times. Following are some of the assessments available with Site Optimization Services.

Infrastructure assessment

We review your entire infrastructure—data centers, web servers, storage systems, load balancers, etc.—to determine opportunities for scalability, better performance, and an improved end-user experience.

Security

Make sure you're meeting necessary geo-restriction and security requirements. Our security assessment ensures that your content is delivered only to its intended audience and that no unauthorized content transfers are taking place.

Content management

Let us help you optimize content delivery performance with a full review of your library. The complete assessment includes evaluation of your library size, file sizes, file types, directory structure, content popularity, upload method, refresh requirements, and more—to determine the optimal configuration for top network performance.

Origin Services: Let us set you up for success

Don't forget where it all starts. With Origin Services, our team helps you manage, refresh, organize, customize, characterize, and transfer your content for error-free distribution. Whether you're just beginning to develop a strategy for online content delivery or have been successfully managing your own infrastructure for years, we offer partial or full-service assistance for optimizing your content systems configuration.

Content migration

We provide assistance in combining or migrating content systems, including integration support for Limelight Networks storage services and/or external content storage configurations.

Content ingestion

Need global distribution? We help you maintain your global content system deployments with ingestion support from delivery centers around the world. We also offer consultation and vendor recommendations for media ingest and distribution aid.

Content seeding

Our experts lend support for massive cache flushes, ensuring that the impact on your infrastructure and overall delivery system is minimal.

We understand that your business needs are unique. If you don't see the particular service you need here, talk to us. Our professional services team can tailor a solution and package of services to drive your business forward.

Get started today

Contact Limelight Networks today. Our expert client services team will work with you to develop a content delivery solution that meets your business needs.

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Outsourced Infrastructure Services: Your own private CDN

Does your technology, deployment scenario, or business model demand a custom solution? Do you operate under stringent security requirements? With Outsourced Infrastructure Services, we'll provision a custom infrastructure that allows your business to leverage the massive scale and high-performance architecture of the Limelight Networks CDN—without having to incur the build-out costs yourself.

Custom design and security

Building on the flexible foundation of the Limelight Networks platform, we'll work with you to shape and implement a network solution that's customized to your specific requirements. For example, you may need to share proprietary information—software, videos, PDFs, and other files—within your organization. We can even CDN-enable applications or technologies stored on your dedicated servers.

Robust architecture

Limelight Professional Services can provision your infrastructure to benefit from the high-availability, high-performance design of our network. Your software and applications can reside on servers at any or all of our locations around the world, with private-backbone connectivity between our Delivery Centers and transit links to the Internet. And to back it up, we provide guaranteed SLAs and 24/7 support from our U.S.-based network operations center.

Management

Now you can deploy a secure, efficient, and cost-effective delivery service without complicated re-engineering. Our team can provide all the assistance you need to manage and monitor your infrastructure—lightening the load on your internal IT staff.