

Support Services

Access to network operations expertise, monitoring, and professional services—tailored to your CDN needs.

At Limelight Networks, we have high standards for customer service—and we take ownership over your content delivery deployment. Dedicated to delivering outstanding 24x7 service, we will do whatever it takes to identify, isolate, and resolve operational and performance issues. And we will do it with the efficiency that your business demands.

“Our relationship with Limelight Networks was critical. Their assistance and knowledge helped us to cope with crucial launch issues and to scale the service in response to incredible post-launch demand. When the systems on our side were stretched to the limit, Limelight didn’t even break a sweat.”

Alex Daley,
Product Manager, Live Labs Group,
Microsoft Corporation

Command and control

Gain additional information and insight to help support your deployment. LimelightCONTROL™, our family of management and reporting services, is available in three levels:

- LimelightCONTROL for basic management and reporting services.
- LimelightCONTROL X for Geo Reporting and Gomez performance monitoring (included with Premium and Premium+ support plans)
- LimelightCONTROL XD for advanced capabilities that exploit the Limelight XD Platform, such as Internet Health Monitor and Dynamic Origin

For more information, see www.llnw.com/CONTROL.

Three levels of service

With Limelight Support Services, you can choose from a tiered lineup of support plans, depending on the requirements of your deployment. If content delivery is central to your operation, it makes sense to opt for immediate access to extended support features. Or if you’re new to content delivery, you may prefer extra assistance as you ramp your business.

Whatever your needs, we have a support plan that provides the appropriate level of service for your business. Which service level is right for you? Compare the features below.

Features	Standard	Premium	Premium+
Support engineers	Tier-one pool of engineers 24x7	Tier-two pool of engineers 24x7 plus one designated tier-two support engineer	Tier-two pool of engineers 24x7 plus one or more dedicated tier-two support engineers
Number of named support resources	–	One	One or more
Availability of named resource(s)	–	8 a.m. to 5 p.m. (GMT –7)	Customer-designated eight-hour shift
Limelight Professional Services	As needed on a contract basis		Up to ten hours per month, performed by dedicated resource
LimelightCONTROL*	Optional	LimelightCONTROL X included	
Quarterly reviews	–	Quarterly report summarizing support incidents and resolution	

Still not sure? Read on to learn more about each support offering.

*Formerly known as LimelightEXCHANGE™

Limelight support services

Our baseline offering includes everything you need to support reliable, high-performance content delivery and streaming. Every Limelight customer has 24x7 access to the support and engineering resources at our Network Operations Center (NOC). A simple phone call or email engages a team of trained experts dedicated to round-the-clock monitoring of your CDN deployment.

Network Operations Center and Operations Engineering

Your incidents are first addressed by the NOC, then escalated to Operations Engineering based on the severity and complexity of the issue. Since we've centralized all of our support and technical teams at our corporate headquarters, it's easy for the NOC and Operations Engineering teams to coordinate, with well-defined escalation and troubleshooting procedures that ensure any issues are resolved efficiently.

Service monitoring

To maximize your CDN uptime—and your peace of mind—our NOC performs 24x7 monitoring of traffic patterns and network performance. This service monitors the Limelight Networks CDN, Limelight Networks storage, objects at our storage locations, and objects cached at our Delivery Centers.

Expert professional services

Optimize your content delivery performance with assistance from Limelight Networks. Choose one of our core service offerings, or let our agile team of experts tailor a solution to your needs.

For more information about Limelight Professional Services, visit www.llnw.com/ProfessionalServices.

Advanced reporting

By adding LimelightCONTROL (formerly known as LimelightEXCHANGE), you'll have ready access to a robust set of reports that cover object-level details, bandwidth and storage utilization, and most requested content—making it easy to monitor your online business. For more information and additional analytical tools, we also offer LimelightCONTROL X. Or select LimelightCONTROL XD for advanced command-and-control capabilities that exploit the power and intelligence of our next-generation XD Platform.

LimelightCONTROL X is included with our Premium and Premium+ support plans.

Limelight Professional Services

For occasions when you require additional resources or hands-on expertise, our professional services are available on a contracted or project basis. With offerings spanning media streaming, encoding, optimization, migration services, and more, our expert teams have deep experience solving the challenges of content delivery. Designed to supplement your internal team or to provide an extra level of support for complex deployments, these optional services are normally scoped through to a standard Statement of Work process.

Ten hours of Limelight Professional Services per month are included with our Premium+ support level.

Premium support services

Need deeper, more technical assistance, increased insight into network operations, and direct access to Limelight Networks engineers? Choose Premium support and you'll receive the following additional services.

Streamlined access to a designated tier-two support engineer

If you have a high-volume or complex deployment, you may need accelerated access to the most knowledgeable engineering resources. With Premium support, your inbound requests are immediately escalated to a designated tier-two support engineer—ensuring a well-defined support and resolution process and eliminating the initial screen for common issues. And since this individual knows your network configuration, we can more immediately pinpoint the source of any problems.

In addition, your designated support resource will work proactively with you to determine a monitoring and reporting plan appropriate to best support your deployment.

Extended monitoring, reporting, and analytics

If your deployment fits the profile for our Premium support tier, we're confident that you'll appreciate the power and insight available with LimelightCONTROL X. Included with Premium support, this enhanced version of our management and reporting service suite provides the following additional capabilities:

- **Geo Reporting.** Allows you to assess traffic at a global or continent level—and drill down instantly for city-by-city details.
- **Gomez integration.** Delivers hourly end-point network performance measurements through a partnership with Gomez.
- **Self-ordering.** Enables you to add existing services without needing to contact Limelight Networks.
- **Increased URL tracking.** Expands your view of object use and popularity per service.

Quarterly reviews

In addition to LimelightCONTROL X reports and services, you'll receive a quarterly report that summarizes key metrics, account status, incident resolutions, and specific issues that are important to your business.

Premium+ support services

To support large, complex, or mission-critical deployments, we offer the Premium+ support plan. This tier is designed to provide the highest level of support, expertise, and accountability, as well as accelerated access to professional services. In addition to all the features and benefits of Premium support, you'll receive the following enhancements.

Standard features

- 24x7 monitoring of customer-specific objects and traffic
- Strict prioritization guidelines, process discipline, and network management
- Escalation to tier-two engineers as needed
- Limelight Professional Services on request

Premium features

- All the features of Standard support
- Expedited access to designated tier-two support engineers
- LimelightCONTROL X for self-service account access, monitoring, and reporting
- Quarterly reviews

Premium+ features

- All the features of Premium support
- One or more dedicated tier-two support engineers
- 10 hours of Limelight Professional Services per month

Dedicated tier-two engineers

With Premium+ support, your incidents and support issues are immediately routed to one or more tier-two engineers dedicated to your account. Their job is to serve as the experts on your Limelight Networks CDN deployment. This means your issue will be delivered to the people who know your account inside and out. At the same time, you have the advantage of interacting with engineering resources you know and trust.

Retained professional services

To further support the scope and sophistication of your CDN, the Premium+ tier provides 10 hours per month of Limelight Professional Services for your deployment. Top-tier experts are available for a wide range of activities, such as:

- Customization and configuration of advanced options
- Network technology consultation
- Content systems design and deployment
- Live event planning, execution and monitoring
- Advanced content monitoring
- Player development
- Reporting setup
- Training and other technical and administrative tasks.

If you wish to extend these professional services, additional assistance is available on a contracted or project basis.

Specifications

Network Operations Center: Tier-one support summary

- Global span with centralized structure
- Available 24x7, 365 days a year; three daily shifts; standard shifts: 12 a.m. to 8 a.m., 8 a.m. to 5 p.m., 5 p.m. to 12 p.m.
- Dedicated full-time staffing, no outsourcing
- Languages supported: English, Spanish, German, Japanese

Escalation procedures and customer communication

- **Severity 1:** Client updated every 20 minutes; Operations Engineering immediately engaged while NOC continues investigation
Notification and escalation (24x7): NOC Manager immediately; Director of Operations, within 30 minutes; VP of Operations, within 60 minutes
- **Severity 2:** Client updated every 60 minutes; Operations Engineering engaged within 30 minutes while NOC continues investigation
Notification and escalation (24x7): NOC Manager within 30 minutes; Director of Operations, within 90 minutes; VP of Operations, within three hours
- **Severity 3 and 4:** Client updated at least once daily; response or completion within 48 hours
Notification and escalation: Daily update to NOC Manager

Network monitoring capabilities

- **Server monitoring, hardware level:** Temperature, CPU, disk space, disk errors, disk I/O, NIC I/O, memory usage, swap space
- **Router monitoring:** Temperature, CPU, I/O, memory utilization, power, management services, card up/down, named port utilization (transit customer, transit internal, peering ports, etc.), routing table updates, packet loss per interface
- **Peering monitoring:** Up/Down status, percent utilized, packet loss
- **Collocation service monitoring:** Percent used of allowable power, temperature variance setting and alarms at 85°F and 95°F, emergency shutdown procedure, port interface up/down
- **Transit:** Up/Down status, percent utilized, packet loss
Operations reporting may include a combination of internal and third-party tools to monitor network or CDN performance.

Automated monitoring included with Premium and Premium+ support plans

- **Download monitoring for LimelightDELIVER and LimelightDELIVER XD:** Two files every hour across eight nodes with Premium; two files every five minutes across eight nodes with Premium+
- **Stream monitoring for LimelightSTREAM:** Two files for 30 seconds every hour across eight nodes with Premium+

Call us today

Contact Limelight Networks to discuss your support and deployment needs.

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