

# Integration Services

Limelight Professional Services for fast deployment and seamless migration.

The online delivery of your content—from content origin to end user—depends on a robust network, smart configurations, and optimized systems. Limelight Networks® offers expert professional services that offer assistance across all layers of your content delivery architecture.

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

## Three Levels of Integration Services

How much assistance does your operation require? Choose from three levels of our Integration Services to get the job done.

### Platforms supported

#### Standard

Limelight DELIVER  
Content Connect

#### Premium

Limelight DELIVER  
Limelight SITE

#### Custom

Limelight DELIVER  
Limelight SITE

Features included:	Standard	Premium	Custom
Order validation	●	●	●
Training	●	●	●
Best practices	●	●	●
Support handoff	●	●	●
End-to-end testing		●	●
Data migration		●	●
Customer guide		●	●
Site optimization			●
Origin optimization and customization			●
Content protection validation			●
API integration and support			●
Player integration			●
Encoding advice			●

## Integration Services Standard

Get your content delivery deployment off and running quickly with these basic services.

**Order validation.** We validate your service to assure it's been configured per your specifications and your contract.

**Training.** To maximize your content delivery, we train your staff on the features included with your Limelight offering—so you can take full advantage of our advanced reporting applications, security features, and any solutions designed specifically for your deployment.

**Best practices.** 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.

**Support handoff.** At the end of your integration, we hand you off to your Limelight Account Manager and our support staff, so you know who to turn to when you require further services.

### Get started today

Contact Limelight Networks to discuss your content delivery needs.

#### U.S. Corporate

2220 West 14th Street  
Tempe, AZ 85281  
1-866-200-5463  
1-602-850-5000  
info-us@llnw.com

#### Europe

44-(0)207-430-2222  
info-emea@llnw.com

#### Japan

81-3-5771-4230  
info-jp@llnw.com

#### Asia Pacific

65-6549-7421  
info-ap@llnw.com

## Integration Services Premium

Need more assistance? Our Premium service level adds these features to the Standard level.

**End-to-end testing.** We validate that all your services are functioning properly, testing every feature from delivery to reporting to security.

**Data migration.** We understand that uploading data can be a long and cumbersome process. We provide assistance for transferring libraries up to two terabytes (2TB) in size.

**Customer guide.** This valuable guide explains the following information:

- **Configuration:** How your services are configured, such as Limelight CONTROL logins, URL configurations, header options selected, etc.
- **Escalation guide:** Who to contact should you require assistance outside the bounds of our support staff, giving you a range of individuals who can assure your needs are met.
- **NOC guide:** How to interact with support staff and SLA expectations for response times.
- **Product information:** Valuable information about the services you ordered, as well as additional services that you may find useful in the future.

## Integration Services Custom

You may prefer Integration Services customized to the special requirements of your operation. Our Custom level adds the following features to those provided by Standard and Premium.

**Site optimization.** We review your site and help you determine how to improve its performance, identifying everything from inefficiencies in your front-end architecture to optimization opportunities in content management techniques.

**Origin optimization and configuration.** We can help you integrate your origin server with Limelight services, including settings for proper TTLs, compressing content, and protecting the origin from unwanted traffic requests. These techniques can greatly improve cache-hit ratios and resulting site performance.

**Content protection validation.** If you've ordered any of our security products—such as SSL delivery, SWF Verification, or Media Vault—we will verify that your content is secure.

**API integration and support.** To streamline the transition to Limelight services, we can integrate our APIs—including Purge, Reporting, and Transcode—into your existing workflow.

**Player integration.** Already have a player? We can integrate it seamlessly with our services.

**Encoding advice.** We can advise on how best to encode your videos to match the experience you wish to provide your viewers.