AKAMAI PRODUCT BRIEF

Akamai Data Boundary

Akamai Data Boundary empowers customers to choose where their applications are delivered and where applicable data is stored while maintaining the security and performance benefits of Akamai Connected Cloud.

Akamai Connected Cloud enables customers to build, secure, and run applications and web properties everywhere. While operating globally, Akamai customers are subject to certain regulations and requirements that address local or regional needs and values.

Akamai Data Boundary empowers Akamai customers to choose where their applications and web properties are delivered and where applicable server data and security event data are stored, thereby addressing customers' needs and values.

- **Akamai Delivery Policy Manager** offers delivery policies that allow customers to control how the traffic is served from a given geographic boundary (geo). Available geos are the European Union (EU), EU-Great Britain-Switzerland, the United States, and India.
- **Log data localization (EU)** offers collection, processing, archiving, and delivery of logs generated from edge servers deployed in the EU or the EU-Great Britain-Switzerland as the new default operation of logs generated from edge servers for Akamai Connected Cloud.
- **Security event data localization** offers storage of security event data in the EU for EU customers upon request.

Key Features and Benefits

- Use geo-specific delivery control policies for applications
- Collect, process, and store traffic logs within the EU or the United States
- Store application security event data used for cloud security intelligence within the EU or the United States
- Implement data governance policies

Akamai Data Boundary is available for Akamai delivery and security services as follows:

Delivery Policy Manager

V 1.0 available as of 08/30/2024

Opt-inside	Services
EU-Great Britain-Switzerland	Ion, DSA, and APIx
United States	Ion, DSA, and APIx
India	Ion, DSA, and APIx

V 1.2 available as of 09/30/2024

Geo	Services
EU	AMD, DD, and OD
EU-Great Britain-Switzerland	AMD, DD, and OD
United States	AMD, DD, and OD
India	AMD, DD, and OD

Log data localization

Available since 07/01/2023

Region of Akamai Connected Cloud server deployment	Services	Storage region
EU	Delivery and APIx services, and Data Stream	EU
non-EU	All services	United States

Security event data localization

Available since 06/27/2024

Akamai Connected Cloud server deployment	Customers	Storage region
EU-Great Britain	Dedicated customers only	EU

Maintaining a follow-the-sun support model

Akamai Data Boundary is bolstered by Akamai's leading support services, which are available 24/7/365 with support services hubs in the EU (Germany and Poland), the United States, and India. Akamai operates a follow-the-sun support model by handling tickets according to their urgency and complexity and the availability of Akamai's global support team.

While the support teams in a region work in shifts to ensure 24/7 availability — and support tickets are assigned to the local teams depending on the urgency and complexity of a matter — support teams from other regions may assist in troubleshooting and may, therefore, access log data or security event data remotely from their region. The underlying data transfers are governed by two transfer mechanisms in parallel: Akamai's participation in the Data Privacy Framework and the EU standard contractual clauses agreed upon within the Akamai group. For details see Akamai's data transfer statement.

Akamai Data Boundary goes beyond regional compliance requirements and reflects Akamai's commitment to providing trusted services that are designed to maintain the security and performance benefits of Akamai Connected Cloud.

Take advantage of the full power of the public cloud while providing the most advanced sovereignty controls and features available in the industry today.

To learn more, visit akamai.com or contact your Akamai sales team.