

DATASHEET

Akana Black Belt Services

The Akana Black Belt Program offers the option to engage directly with an Akana Professional Services Engineer to consult and assist with ongoing initiatives. Access Akana Professional Services for expert assistance with your Akana implementation without committing to a lengthy engagement.

Benefits of a Black Belt Subscription:

- 1:1 consultation with a Akana expert without the need to negotiate a statement of work (SOW)
- Continuity of engagement; maintain access to Akana experts after your SOW-supported services have concluded
- Option to have a Professional Services engineer pre-schedule office hours with your staff

Akana Black Belt Services offer ongoing access to Akana experts to help your team support your existing Akana implementation, including:

- Best practice guidance for API management
- Upgrade planning assistance
- Creating policies to secure your APIs with Akana
- Onboarding new APIs
- Advanced database queries for extracting specific data as required
- Role-based access management to Akana assets (APIs, apps, contracts)
- Customizing workflows in the Akana portal
- Troubleshooting issues in your existing environment

Consulting Services

Consulting services are provided via the Akana Black Belt statement of work and the purchase of professional services hours. Hours used for consultation will be deducted from the professional services hours associated with the Black Belt SOW until the remaining hours are consumed or expire. Akana will schedule consultation with a Professional Services Engineer within 8 business hours of contacting the Black Belt services email address. Hours typically expire 12 months from purchase but may vary depending on number of hours purchased and prior agreement. Please consult with your Account Team for more details.

Key Assumptions of Akana Black Belt

The following assumptions are reflected in the services outlined in this service description:

1. Service is available with purchase of professional services hours and a signed Akana Black Belt statement of work.
2. Service is designed for short-duration consulting of less than 1 business day.
3. Customer may choose 2, 4 or 6 hour weekly limit for the duration of the SOW.
4. All Black Belt services are provided remotely using video conferencing software (e.g., Zoom or Microsoft Teams).
5. Black Belt services are available Monday through Friday during Akana's normal business hours 8AM – 5:00PM PST, holidays excepted.
6. Akana will respond to service requests within 8 business hours to schedule a mutually agreed meeting time.
7. Akana does not guarantee the same engineer for each meeting.
8. Service is limited to the hours purchased by the customer.
9. Consultations that require additional time may be referred to the customer's Akana account representative to define an appropriate statement of work for a longer, dedicated engagement.
10. Time spent working offline at the customer's request will be deducted from the hours remaining in the SOW.
11. The Black Belt service is not a replacement for support. Customers requiring break/fix support will be referred to Akana support. Customers without a current support contract will be referred to their Account team.