Adaptek — support portal

Who we are, which products we support and how to get help.

Adaptek builds video monetization technology for OTT, CTV, web and mobile apps and helps publishers earn from their inventory through the Google ecosystem.

Products

Product	What it is	For
SSAI.TV	Server-side personalized ad insertion (SSAI) in live and VOD based on SCTE-35. Ads become part of the stream, so ad blockers can't see them	OTT platforms, TV channels, FAST
AdStart	Video player with client-side (CSAI) and server-side (SSAI) ads, video analytics and self-service for small businesses	Media portals, channel websites
GAM 360 · MCM	Partnership under the Google Ad Manager 360 Multiple Customer Management program: access to AdX, Open Bidding and PMP without your own contract with Google	Publishers, OTT, CTV, apps
Admixer	A cabinet for direct (non-programmatic) video ad sales: campaigns, profiles, creatives, delivery limits and targeting	TV channels and OTT with direct ad sales

How to get help

1. **Search for an answer** in the documentation — the search box is on every page.
2. **Create a ticket** on the portal — this way we see the full history, files and statuses. Details: How support works.
3. **Connect Telegram** — get notifications and reply to tickets right from the messenger: Telegram support bot.

Customers launching with us also get the **Onboarding** section — a launch roadmap with owners and due dates on each side.

Access to materials

- **Public** pages are open to everyone.
- □ **Customers** — available after sign-in if your organization works with the product.
- □ **Internal** — Adaptek team only.

Access is by invitation. If you see □ and believe you should have access, press “Request access” on the page.

Any page or a whole section can be exported to PDF or Markdown — for example, to give it to an AI assistant: Exporting materials for AI.

Company

- **Adap-Tech Solutions OÜ** (Tallinn, Estonia) — the contracting party for Google agreements (GAM 360, Ad Exchange, MCM).
- **Adapt Tech LLC** (Kyiv) — the operating office behind the Adaptek brand.
- Partner ecosystem: TV channels and OTT providers, integration with Admixer / CoobX, IAB membership, independent measurement by Gemius and BigData Rating.

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