

Choosing the Right Control Panel



• White Paper

• MachSol Inc.

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www.MachSol.com

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1. About This Document

The sequence for rest of the document is as follows:

First of all, a brief overview of starting a web hosting business. Then the complications and complexities of divulging into this business. After that presenting the right Control Panel Product (i.e. MachPanel latest release v.4) as bearer of torch in the dark (A brief introduction to the product with complete automation solution). The impressive features that this new release possesses along with the vast offering of functionality. In the end the conclusion.

2. Introduction

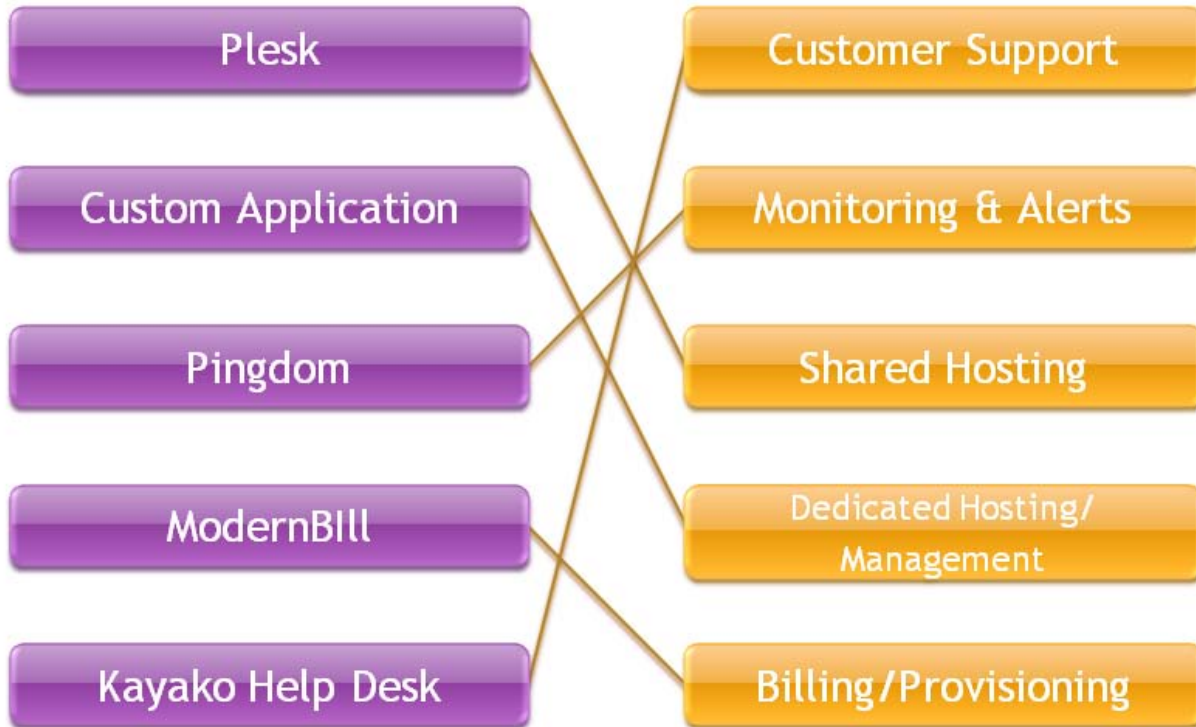
Most of web hosting providers use software from different vendors to manage their web hosting business environment and operations. Just to name a few are:

1. **Plesk** as Shared Web Hosting Panel – Vendor Parallels
2. **Custom Application** as Dedicated Hosting Panel
3. **Custom Application** as Domain Registrations and Management
4. **ModernBill** as Billing & Automated Provisioning Panel – Vendor ModernGigaByte
5. **Kayako Help Desk** as Customer Support System – Vendor Kayako
6. **Pingdom** as Servers Monitoring & Alerts Service – Vendor Pingdom

Control Panel	As	Vendor
Plesk	Share Web Hosting	Parallels
Custom Application	Dedicated Hosting	Parallels
Custom Application	Domain Registration & Management	Parallels
ModernBill	Billing & Automated Provisioning	ModernGigaByte
Kayako Help Desk	Customer Support System	Kayako
Pingdom	Servers Monitoring & Alert Service	Pingdom

2.1. Imagine the Chaos

Just imagine the chaos created when dealing with so many vendors and different applications! There are so many overheads that include:



- No central login for management & staff
- Difficult on staff
- So many different logins and interfaces, frustrating for customer
- So many applications to keep eye and update
- So many security risks arising from flawed applications
- So many different licensing
- High cost of running the overall business
- Less profitable

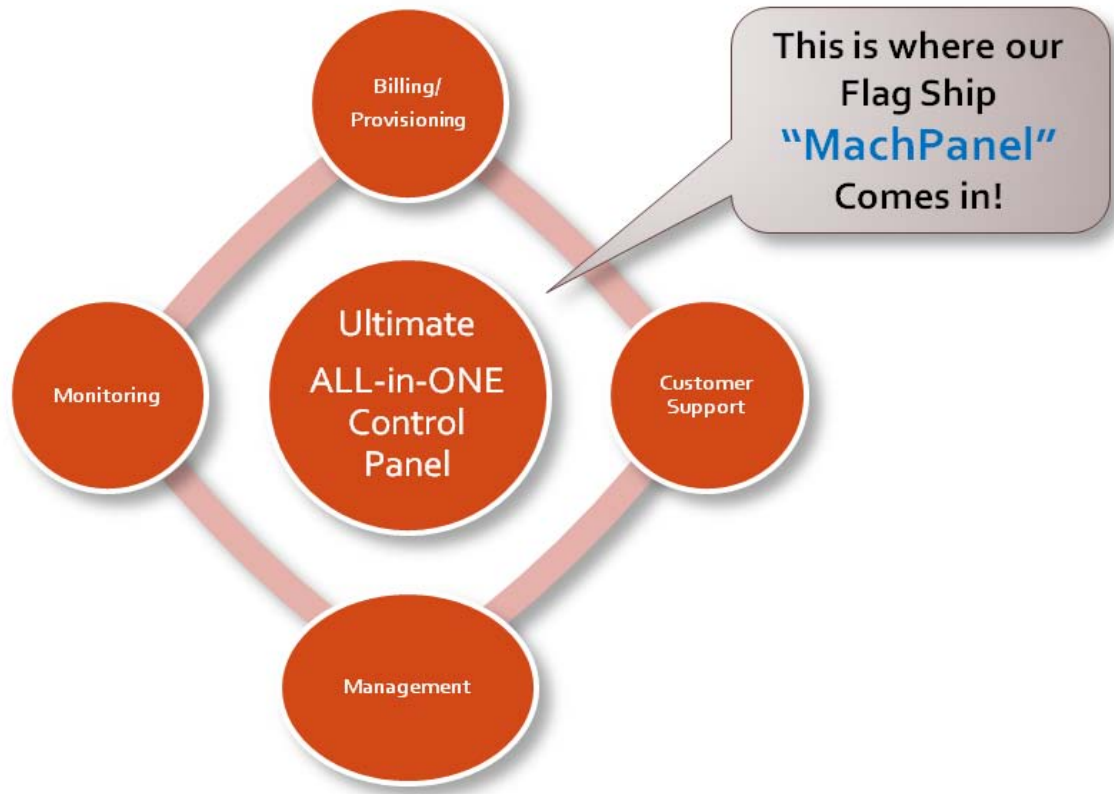
2.2. Upcoming Disaster

Now, competition has a new face. Who might compete? Add to this list:

1. **Amazon** with Cloud computing; over 300,000 developers (amazoogle Soft)
2. **Google** is driving into online stuff. Moving more and more into the hosting space.
3. **Microsoft** has started it already with online services (Office Live) business stuff etc.

2.3. Solution to Chaos

This is where our Flag Ship MachPanel comes for the rescue and serves as the solution to this disorder Following diagram shows how the chaotic situation is dealt through MachPanel.



3. What is MachPanel v.4?

It is very important to decide for the right selection of Control Panel that best suits your needs. Newest version of MachSol’s flagship product i.e. MachPanel v.4 has just been released (December 12, 2008) that is answer to industry’s practical problems. Product overview would be quite handy before going into further details.

3.1. MachPanel Provisioning System

MachPanel Provisioning System is:

- **ALL-in-ONE** Complete Business Automation Solution for Windows
- Everything a web hosting company needs

It provides unified end to end prime automation for :

- Traditional Hosting

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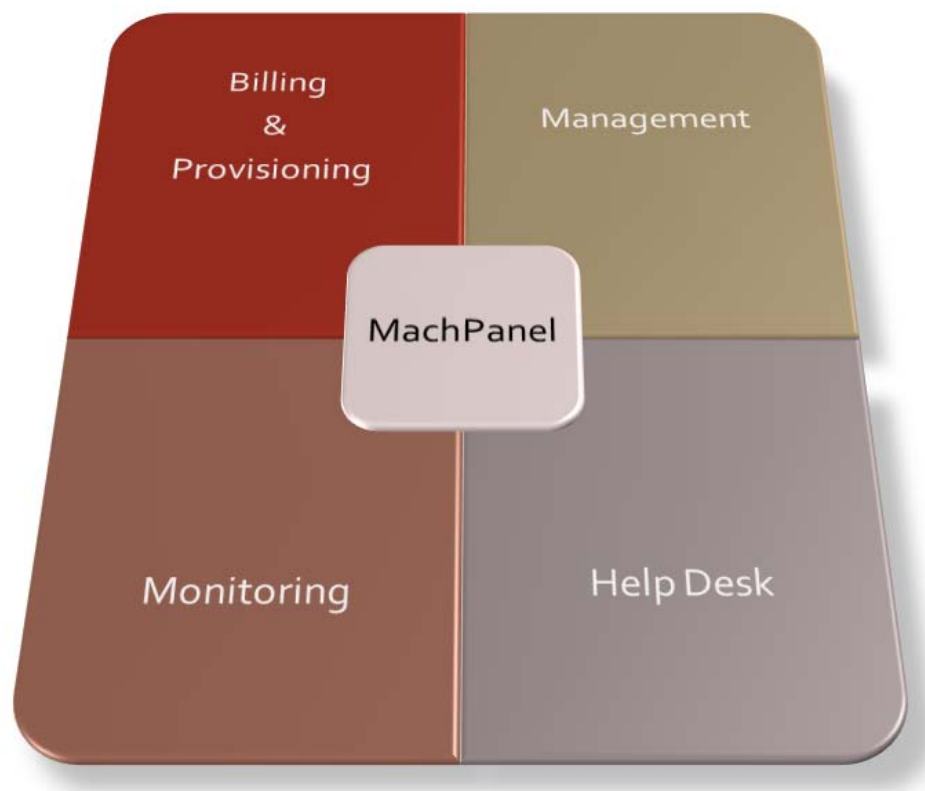
- SaaS Hosting

MachPanel Provisioning System (SaaS enabled Hosted Services Platform) provides complete business automation comprising of:

1. Management
2. Billing
3. Help Desk
4. Monitoring
5. Provisioning

Unified Business Approach

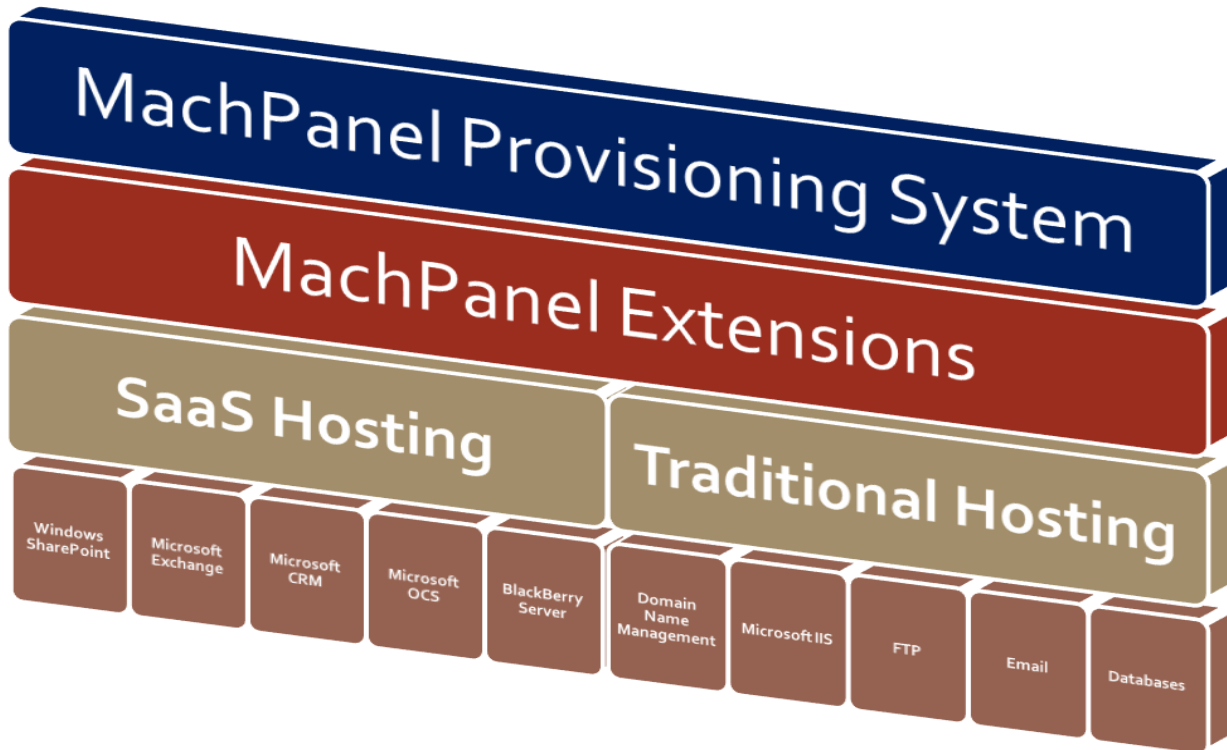
MachPanel is designed as an **integrated** and **unified** automation solution which converges business and operations support into a single web based control panel system. In other words, it is “**ALL-in-ONE**” solution



New Revenue Opportunities

MachPanel further enriches **Traditional Web Hosting** by allowing expanding into profitable dimensions such as **SaaS hosting Services**.

Following figure gives you a bigger picture of how MachPanel achieves **Unified Business Automation** allowing the customer to control **every aspect** of their required hosting services (Traditional and Enterprise).



3.2. [MachPanel Features](#)

MachPanel offers numerous features, some are mentioned below:

Management	Billing & Provisioning
Data Center Management	Multiple Currency Support
Hosting Servers Management	Multiple Payment Gateways Support
IP Address Pool Management	Automatic invoicing, transactions and subscriptions management
Service Plan Management	Billing Statement & Control
Client Management	Service Plan billing intervals
Providers Management <ul style="list-style-type: none"> • Hosting Panel (Plesk, Helm) etc. • Domain Registration (DirectI, Enom etc.) 	<ul style="list-style-type: none"> • Set parameters and limits for Service Plans • Set Add-ons

<ul style="list-style-type: none"> • Payment Gateway (PayPal, 2Checkout etc.) 	<ul style="list-style-type: none"> • Service Queue Management • Automatic Service account notification
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Monitoring	Help Desk
Alert features	Support for unlimited Departments
Bills tracking	Customized auto responses
Account statement	Email parser for ticket generation
Customer Management	Rule based ticket handling
Subscription Management	Intuitive Help Desk interface

4. Why MachPanel?

There are several reasons for selecting MachPanel as your desired Control Panel, some are listed below:

- Automation with One Stop Shop
- Integrated and
- Unified Control Panel System for:
- Shared Hosting
- SaaS Hosting
- Complete Premium Automation Solution
- Intuitive Service plan wizard
- Easy to use GUI
- Private Labeling
- Customizable store templates
- API Support
- 3rd Party Integrations

- Fraud control
- Self service through Customer Control Center (CCC)

5. Conclusion

MachPanel not only provides a complete business automation solution comprising of Traditional and Enterprise hosting but also supports Hosting panels provider management like Plesk, Helm and cPanel. Furthermore, migration toolkits are also available.

The right Control Panel with the requirements that suit your needs serves a web hosting business in an optimized way and MachPanel has got full potential to do so.

6. Useful Resources

We maintain handful of useful resources to allow better support and enhance user experience with our product, making the most of it. You can utilize this supplementary information as per requirement. Just follow the mentioned links for further assistance.

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| 1. Frequently Asked Questions (FAQs): | http://kb.machsol.com/Knowledgebase/2 |
| 2. Knowledge Base (KB): | http://kb.machsol.com/ |
| 3. Community Discussion Forums: | http://forum.machsol.com |
| 4. Ideas & suggestions: | http://ideas.machsol.com/ |