

Introducing MachPanel v.8

MACHPANEL®



MachPanel Automation Module for Microsoft CSP

- Datasheet – MachPanel Automation Module for Microsoft CSP
- MachSol Inc.

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www.MachSol.com

Table of Contents

- 1. ABOUT THIS DOCUMENT 3
- 2. FUNDAMENTAL CONCEPTS 3
- 3. MACHPANEL PROVISIONING SYSTEM 3
- 4. WHAT IS MACHPANEL AUTOMATION MODULE FOR MICROSOFT CSP? 4
- 5. DETAILED FEATURES LIST 4
 - 5.1 KEY FEATURES 4
 - 5.2 HIGH LEVEL FEATURE LIST 5
 - 5.2.1 MachPanel Features 5
 - 5.2.2 Microsoft CSP Features 6
 - 5.3 SUPPORTED FEATURES OF MACHPANEL AUTOMATION MODULE FOR MICROSOFT CSP 7
- 6. CLOUD HOSTING THROUGH MACHPANEL 9
- 7. MACHPANEL OTHER PRODUCTS 10
- 8. USEFUL RESOURCES 11
- 9. CONTACT US..... 11

1. About This Document

This document focuses on one of MachPanel's product i.e. MachPanel Automation Module for Microsoft CSP. An overview of MachPanel Provisioning System along with Cloud/Enterprise hosting is presented. The document highlights how MachPanel employs Cloud/Enterprise hosting and offers MachPanel Automation Module for Microsoft CSP service. Finally, the document concludes to decide MachPanel's supremacy over other products in case of Cloud/Enterprise hosting.

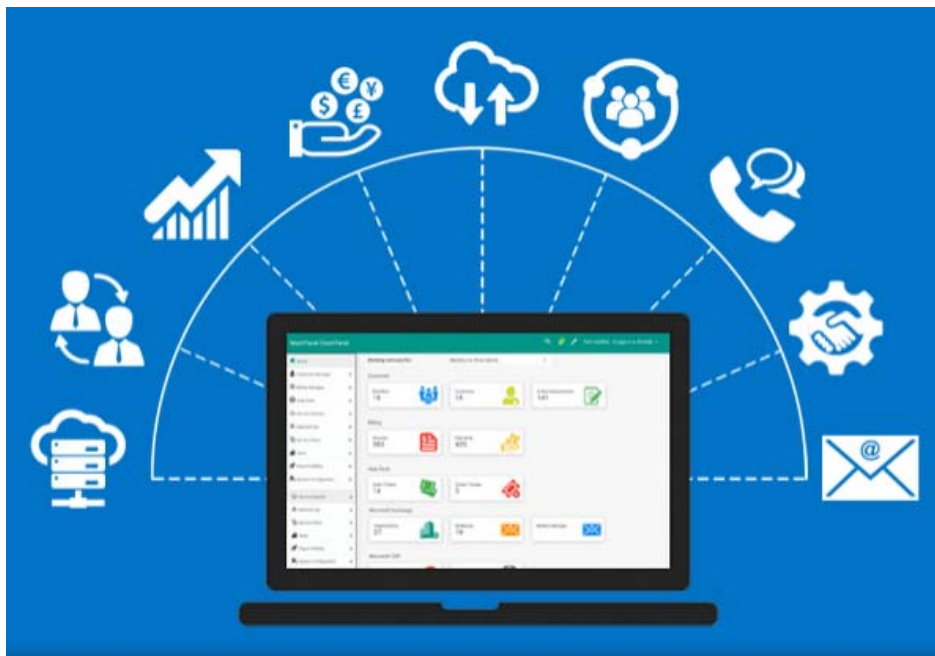
2. Fundamental Concepts

Before proceeding further, let's start with the fundamental concepts which will help you better understand the solution according to your need. Fundamental concepts include:

- MachPanel Provisioning System
- MachPanel Shared/Traditional Hosting (Web Hosting)
- Cloud Hosting through MachPanel (Enterprise Products)

3. MachPanel Provisioning System

MachPanel Provisioning System is **ALL-in-ONE** complete business automation solution for Windows. It includes everything a web hosting company needs to run its day-to-day business operations. It helps to run a profitable, extensible and successful web hosting business using latest tools and cutting edge technology. It caters the need of **Traditional** as well as **Enterprise Hosting** supporting wide range of features including **Billing, Management, Help Desk automations** and **Network Monitoring**. In addition to automation, it provides broad 3rd party integrations with popular platforms.



4. What is MachPanel Automation Module for Microsoft CSP?

Latest MachPanel release encompasses the launch of a whole new product (with reseller module) that caters Cloud Solution Provider (CSP) and provides complete operational support. This product is known as MachPanel Automation Module for Microsoft CSP .

MachPanel Automation Module for Microsoft CSP implements all operation of Microsoft CSP together with support for multitenancy, enabling your enterprise to improve productivity and work smarter. **MachPanel Automation Module for Microsoft CSP** adds billing, provisioning and management of Microsoft CSP Services to your hosted services. It allows your enterprise to perform better and in entirety, by covering every functional capability (e.g. CSP Profile creation/deletion, CSP Users/Mailboxes/Contacts/Distribution Groups, SharePoint **New!** Account SKU configuration & Reporting etc.) .

5. Detailed Features List

MachPanel Automation Module for Microsoft CSP offers a wide range of functionality. Following features are available to service providers who have purchased MachPanel Automation Module for Microsoft CSP.

5.1 Key Features

- Showcase, Bundle and Sell Integrated offers and services through white labelled customized storefront with complete control over subscription and plans.
- Accelerate your success with complete business automation of Microsoft Office 365 CSP offerings.
- Provision, Manage, Bill and Support any Microsoft CSP service. CSP users, domains and roles management.
- Automate all aspects of your financial operations with ability to Direct billing to customers with unified & consolidated invoices to simplify the billing process (Microsoft Office365 CSP Billing.) It gives end users the capability to enhance company's sales, marketing, and customer service processes.
- Microsoft agreement mandatory selection handling on both new and existing tenant
- MachPanel fully supports billing with WHMCS.
- Microsoft Office 365 and Azure Billing structures
- Estimated bill for Azure and Usage based licenses
- License Usage report and Price Report **New!**
- Microsoft Power BI view integration in MachPanel
- Bulk Import Tenant / Import Tenant without licenses
- API web service method to access usage report for Microsoft CSP **New!**
- CSP 3rd Party Product in Import offers to existing tenant in Subscription management.

With MachPanel Automation Module for Microsoft CSP, Service providers can perform following tasks:

- CSP Profile creation/deletion
- Add/Remove Domains /Users/Shared Mailboxes/Resource Mailboxes/Mail Contacts/Distribution Groups/Sharepoint Site/Policies/Phone numbers Management
- Teams Management and Direct routing assignment
 - Ability for Reseller to add and adjust Phone Number under Teams added **New!**
 - Create a Teams Team from a Group **New!**
 - DirectRouting users Firstname and Lastname value set on creation **New!**
 - Sync from backend Users/Resources & Phone Numbers in Teams
 - Add-on handling for Direct routing calling plan **New!**
- DNS Handling
- Sync data from Backend for each site and Auto sync O365 Offers with backend daily. **New!**
- Service Plan Creation offers different level for Business, Education, Government and Trial
- Office 365, Azure Usage Reports and Monthly Reseller Reports
- Send Authorization link to CSP tenant admin under Email Templates **New!**

Below is the pictorial illustration of the Microsoft CSP features:



5.2 High Level Feature List

A. MachPanel Features

- ✓ High Performance Windows Based Control Server
- ✓ Multi-language and Localization Support
- ✓ Multi-level Management i.e. Service Provider, Reseller and Self-Service Customer Control Panel
- ✓ Fully Private Labeled for Provider, Reseller and End Customer Control Panel
- ✓ Support for Commission based Reseller model, and Subscription Based Reseller Model
- ✓ Ability to Manage Multiple Active Directory Domains
- ✓ Fully Load Balanced Control Panel via NLB or any other load balancer

- ✓ High Availability solution encompassing Load Balancing and fault tolerance
- ✓ IP Lock-Down policy for system/staff users.
- ✓ One click backup of MachPanel database from Control Panel Configuration Studio
- ✓ ADSync feature to programmatically allow automatic Active Directory Synchronization
- ✓ Detailed Audit Logs to maintain history of all operation performed via control panel
- ✓ SSL Protection and Encryption of Control Panel Communication
- ✓ Secure Encrypted Information Exchange between Remote and Control Server
- ✓ Subscribe Existing Organization and Users to CRM, Skype for Business and SharePoint Services
- ✓ Complete Billing, Helpdesk and e-Commerce Center
- ✓ Single Sign-On for all Enterprise Extensions
- ✓ 3rd Party Authentication for Control Panel
- ✓ Two factor Authentication (2FA) for all types of Users
- ✓ Automatic Setup & Billing Email Notification Manager
- ✓ Built in E-Commerce Store with Fraud Control & Prevention
- ✓ Audit Logging and detailed logs supported.
- ✓ Workflows for various operations
- ✓ Support for various payment gateways for automatic payment processing.
- ✓ Safer Pay integration added. **New!**
- ✓ PCI Compliance integration for Authorize.Net CIM and PayPal Pro Payflow Edition.
- ✓ MachPanel Store API to facilitate providers to completely customize the online web store.
- ✓ Quick links to subscription management interfaces on Customer's dashboard.
- ✓ Terms and conditions for Providers/Resellers
- ✓ Ability to customize skin. Add Custom title on Dashboard. **New!**
- ✓ Supports MailChimp for Mailling Lists
- ✓ Login with ADFS functionality added **New!**
- ✓ MachPanel REST API Configuration **New!**

B. Microsoft CSP Features

Following are the high level features of MachPanel Automation Module for Microsoft CSP:

✓ **N tier Self-Service Management:**

Unique customer experience with User friendly self-service tools for Provider, Reseller & end customers.

✓ **Hybrid-Packaging**

Amazing Ability to offer & Manage both On-premise & Cloud services for each tenant.

✓ **Multiple-Profiles**

Maximize your business opportunities by selling in multiple regions.

✓ **Provisioning & Management**

Tenant Provisioning & management has never been that easy. A single click operation for User creation and license management.

✓ **Microsoft CSP-AdSync-single-sign-on**

Sync Tenants, Subscriptions, Licenses, Users, Roles and Groups between Office 365 & MachPanel.

✓ **Extensive-Reporting**

Comprehensive reporting for Usage, Subscription & detailed usage report and Azure Usage report with the ability to extract or schedule report. Monthly reseller Report, License Usage and Price Report is also available.

✓ **MachPanel-In-house-solutions-integration**

Get your business growing with ready to go reseller programmes. Supporting both Subscription & Commission based resellers.

✓ **Group Jobs & bulk-operation**

Save time and improve efficiency with Group actions. Advanced filtering capabilities to perform different day to day operations without using PowerShell.

✓ **Microsoft CSP Pricing**

1. **Business:** Get started with minimal upfront investment and keep your costs down with cost effective per user cost.
2. **Education:** We offer special pricing for Educational institutions to help you get the technology you need to enhance learning.
3. **Government:** We offer special tailored packages to fit your needs, no matter the size of your agency.
4. **Trial:** We also offer Trial offers for CSP.

✓ **Microsoft Azure Email Authentication & Billing**

Enable/Disable Usage based billing in Reseller service plans and Defer new subscription and change quantity bill till next invoice for Customers Service plans.

- Estimated bill for Azure and Usage based licenses.
- 3rd Party Azure Login For Resellers, Customers, Staff and Contacts
- Azure email address for panel authentication & recipient email address.
- Tenant management using 2FA enabled admin login credentials

✓ **CSP Distributors/ TechData (Indirect partner) Integration**

A client who resales or uses O365 Services via TechData Distributor can use MachPanel's **TechData (Indirect Partner) Integration** to handle Sales, Billing and Management tasks.

5.3 Supported Features of MachPanel Automation Module for Microsoft CSP

Following is the list of supported features of MachPanel Automation Module for Microsoft CSP:

Features		Supported
Service Offering Options	➤ Add/Remove/Test CSP Profiles ➤ CSP Tenants Management under accounts ➤ Intuitive Service Plan Wizard ➤ Ability to Provision Services using Separate Service Account	✓

	➤ Selling of Services Based on Profiles ➤ Change CSP subscription package and billing cycle ➤ Selling on Per Organization Basis or in Bulk ➤ Enable Usage Based billing for Resellers ➤ Defer new subscription and change quantity bill till next invoice for Customers Service plans. ➤ Auto Schedule Sync all or selected CSP Tenants via workflows New! ➤ Workflow of each type(i.e. Users, Groups) New! ➤ Enable/Disable Global Admin user to manage tenant using Panel. ➤ Add-on management ➤ Clone Service Plans/Addons	
DNS Handling	➤ Ability to integrate Multiple DNS Servers as Primary & Secondary ➤ Auto Generated DNS Records for CSP Organizations	✓
Microsoft CSP Profiles	➤ Add Multiple Microsoft CSP Profiles for Locale, Region etc. ➤ Add CSP Offers Price ➤ Integrate Power BI View ➤ Add/Edit CSP Distributors /TechData (Indirect Partner)	✓
CSP Tennant Management	➤ Quick Access to Service Management ➤ Subscribe Trial offers. ➤ Convert Trial offers to billing offers ➤ Sync All With Microsoft CSP ➤ Manage /Sync Domian/Policies/Licenses & roles ➤ Increase/decrease offers quantity, licence(s) for existing subscriptions. ➤ Allow/Disallow management of a tenant via panel in Manage. ➤ Add Users/Add Bulk Users /Group Opereations/Sync All With Microsoft CSP ➤ New User, Add Option “Add member of Existing Group”. New! ➤ Add/Edit /Delete Shared Mailboxes ➤ Add/ Edit /Delete Resource Mailboxes ➤ Add/Edit/Delete/Sync CSP Contacts ➤ Add/Remove Distribution Groups ➤ Move Subscriptions between customers ➤ Remove license in CSP User Group Action. New! ➤ Group Actions ➤ Account Information ➤ Accept and Update Microsoft agreement and contact details for existing tenant ➤ Add SharePoint Site/Group Operations /Sync all with Office 365	✓

	➤ Add SharePoint External/Internal Users, Add Groups, Add Permission Level, detailed Group Operations for SharePoint Users. ➤ Teams Management ^{New!} ○ Configure Direct routing ○ Add Phone Numbers to Direct Routing ○ In Teams Assign Microsoft CSP phone-numbers for the audio conferencing service ○ Assign Direct Routing to users, ^{New!} ○ Add Group Members in Teams. ^{New!} ○ Functionality to Remove multiple/bulk numbers from Teams ^{New!} ○ Sync Users/Resources ➤ Define/apply Password policy to CSP Users ^{New!} ➤ Update CSP OfferName and Description using Excel ^{New!}	
Reporting	➤ Auto Generate Usage Reports ➤ CSP Usage Report Generation and Export to Excel Option ➤ O365 Subscription Usage Report Generation and Export to Excel Option ➤ Schedule to automatically generate and email O365 reports to provider and reseller. ➤ Estimated Azure Usage Reports ➤ Monthly Reseller Report ➤ License Usage and Price Report ^{New!}	✓
Importing Tenants	➤ Bulk import CSP tenant ➤ Import Tenant without licenses ^{New!} ➤ Import subscriptions/offers to existing tenant from backend. ^{New!} ➤ Set higher limit (More than 10) for tenant import batch ^{New!}	✓

6. Cloud Hosting through MachPanel

In addition to Traditional Hosting, Cloud hosting is a vital and powerful feature that MachPanel possesses. It allows various Enterprise solutions for broad Cloud Hosting Services that include:

- a. MachPanel Automation Module for Microsoft Exchange
- b. MachPanel Automation Module for Microsoft Skype for Business
- c. MachPanel Automation Module for Microsoft SharePoint
- d. MachPanel Automation Module for Microsoft CRM
- e. MachPanel Automation Module for Microsoft Hyper-V
- f. MachPanel Automation Module for Microsoft CSP
- g. MachPanel Automation Module for Windows Work Folders

h. MachPanel Automation Module for Microsoft RDS



7. MachPanel Other Products

MachPanel's other products are **MachPanel Automation Module for Microsoft Exchange, SharePoint, Skype for Business, CRM, CSP, Work Folders, RDS and Hyper-V** etc. It fully automates the service planning, billing, provisioning and management of several Traditional hosted services (Web Hosting) as well as Enterprise Hosting. Traditional hosting (also known as Shared Web & Data Hosting) is offered by **MachPanel Automation Module for Web Hosting**.



8. 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.

No#	Documents and Guides	Links
1.	Frequently Asked Questions (FAQs):	http://kb.machsol.com/Knowledgebase/2
2.	Knowledge Base (KB):	http://kb.machsol.com/
3.	Blogs:	http://blog.machsol.com

9. Contact Us

MachSol is leader in unified automation software that solves business and operational challenges in delivering scalable hosted software in private cloud, public cloud and hybrid cloud environments.

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