

Pre-Sales Questions

Question 1: What is MachPanel?

[MachPanel](#) is a unified provisioning system for the delivery and management of both traditional web hosting and profitable cloud hosting services. It includes fully white labeled management control panels for provider, resellers, customers and end users. MachPanel also comes with built-in billing system, helpdesk and plenty of 3rd party integrations.

Question 2: What are MachPanel modules?

MachPanel, itself is a provisioning system which has modules to extend its functionality to offer traditional and enterprise cloud based hosting services. Following are the module that are self-explanatory by their names.

1. MachPanel Exchange
2. MachPanel Lync
3. MachPanel SharePoint
4. MachPanel CRM
5. MachPanel Hyper-V
6. MachPanel BlackBerry
7. MachPanel Web Hosting
8. MachPanel ADSync

Question 3: Does your product supports Microsoft Exchange provisioning?

Yes, MachPanel supports Microsoft Exchange Server 2013 and legacy versions including 2007/2010 SP1 and SP2. With [MachPanel Exchange](#), you can completely automate the billing, provisioning and management of Hosted Exchange service.

Question 4: Can I migrate from HMC 4.0 to Exchange

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2007/2010/2013?

Yes, migration tools and professional services are available. You can migrate from HMC to our cutting-edge hosted exchange control panel. Please [contact us](#) to discuss your requirements.

Question 5: Does MachPanel supports DAG?

Yes, MachPanel fully supports database availability group (DAG) which is a high availability feature of Microsoft Exchange.

☐ Read FAQ's [here](#) for more questions related to MachPanel Exchange

Question 6: Does your product supports Microsoft Lync provisioning?

[MachPanel Lync](#) provides complete automation of Microsoft Lync provisioning services as well as management controls to fully commercialize Unified Communication (UC) services with support of Microsoft Lync 2010/2013.

☐ Read FAQ's [here](#) for more questions related to MachPanel Lync

Question 7: Does your product supports Microsoft SharePoint provisioning?

Yes, MachPanel does support service provisioning of SharePoint 2013/2010/2007 as hosted solution on cloud. It automates the billing, provisioning and management of Hosted SharePoint service through [MachPanel SharePoint](#).

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☐ Read FAQ's [here](#) for more questions related to MachPanel SharePoint

Question 8: Does your product supports Microsoft Hyper-V provisioning?

[MachPanel Hyper-V](#) control panel enables service providers to easily and rapidly provision and Hyper-V VPS in cloud. It supports Windows Server 2008 R2/2012 R2 Hyper-V role.

☐ Read FAQ's [here](#) for more questions related to MachPanel Hyper-V

Question 9: Does your product supports Microsoft CRM provisioning?

[MachPanel CRM](#) offers you everything you may need to provision, manage and administer hosted Microsoft CRM 2013 and legacy versions including Microsoft Dynamics CRM 4.0 and CRM 2011.

☐ Read FAQ's [here](#) for more questions related to MachPanel CRM

Question 10: Does your product supports BlackBerry service provisioning?

Yes, MachPanel does support service provisioning on BlackBerry. It automates the billing, provisioning and management of BlackBerry through [MachPanel BlackBerry](#).

☐ Read FAQ's [here](#) for more questions related to MachPanel BlackBerry

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Question 11: Does MachPanel share active directory accounts across multiple services?

Yes, MachPanel supports sharing of active directory user accounts across multiple services. This means, Microsoft SharePoint, Microsoft Exchange and other services can be activated on single active directory user accounts. Additionally, [MachPanel ADSync](#) allows you to synchronize your local and hosted Active Directory users too.

Question 12: Can I offer both Traditional and SaaS Hosting?

Yes, you can offer both traditional and SaaS hosting from the same control panel and on top of that you can manage your customers, billing and helpdesk too.

Question 13: Does your solution support reseller?

Yes, MachPanel supports subscription based resellers and commission based reseller. Resellers can even use their own logo and company names to brand the control panel in addition to have the ability to create their own service plan and sell it via online store.

Question 14: Do you have OpenVS and XEN System supported?

No, our system does not support OpenVs and Xen currently, however our rapid development team can customize these on-demand.

Question 15: Do you have Virtuozzo supported?

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No, our system does not support Virtuozzo currently, however MachPanel supports Microsoft Hyper-V for hosted VPS provisioning and management.

Question 16: Do you support Linux Hosting?

No, but we are looking into this and might be available in future.

Question 17: Can I get customization with your product?

Yes, our rapid development team is always ready to customize and integrated suitable 3rd party tools within our product on-demand.

Question 18: How many license options are available to purchase your product?

There is only one licensing options to purchases and that is simply Pay Per Usage (PPU).

Question 10: What is MachPanel subscription package(s)?

MachPanel subscription package(s) includes Setup, Installation, Integration, Activation, User Acceptance Test and comprehensive Training. The whole work will be handled by MachSol Experienced and Certified Technology Experts.

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Question 20: Can I get technical support of your product?

Yes, our certified and experienced technology experts are available to help and support you. Standard email based technical support will be provided without any additional costs. However, premium [incident support](#) is also available on fixed cost.

Question 21: Is your hosting control panel supported for Windows 2012 Server?

Yes, MachPanel is fully supported and works efficiently on Windows 2012 Server. However, for more details you may explore [MachPanel and its installation requirements](#).

Question 22: Who can I talk to about your solutions?

You can always contact our sales department, they would be more than happy to answer and reply your queries. You can request a [call back](#) and even find various contact options here at <http://www.machsol.com/company/contactus.aspx>.

Question 23: I am already using another control panel but not happy with it, how can you help me?

We do have migration assistance available allowing you to switch from your existing control panel to MachPanel without losing your data and we will not just help you migrate but can also offer an attractive migration discount.

Question 24: Is Migration toolkit available to switch from

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existing control panel?

Yes, migration tools are available to switch from various control panels to our hosting automation solution – the MachPanel. Please [contact](#) sales team for further details on migration tools and discounts.

Question 25: What is the duration of product trail or POC?

You can buy 14 days proof of concept (POC) license to experience MachPanel.

Question 26: How can I purchase Proof of Concept (POC) license?

You can always purchase the POC from MachSol store or you can contact us at +1 (877) 622-4765 if you need help with your POC purchase.

Question 27: What is included in MachPanel Proof of Concept (POC)?

MachPanel POC includes minimal setup, installation, integration (excludes integration of existing services), activation and up to two hours comprehensive training. POC duration time is 14 days and will start from product installation date. MachPanel client activation limit is 25 licenses and will be automatically adjusted after final purchase. All work is performed by MachSol experienced and trusted in-house certified engineers. In addition to MachPanel Standard Support (included) we offer Consultancy and Professional Services for Microsoft applications (not included).

Within 14 days of POC there is a 'GO-NO GO' decision. If licensee decides to 'GO forward', the paid amount will be credited towards the final purchase price.

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If a 'NO-GO forward', MachPanel POC license will be deactivated. No credit or refund will be issued. Licensee will be required to fully uninstall the POC product within 24 hours after deactivation.

Other Terms and Conditions may apply. Questions? Contact Sales for more information.

Question 28: How quick I will get the activation of license after purchase?

We try our best to activate the license instantly, however at maximum 24 working hours can take to activate your license.

Question 29: Is there any installation assistance available?

Yes, installation assistance and quality technical support is available 24x7.

Question 30: Are there any knowledgebase resources available?

Yes, [knowledgebase](#) resources are available to help and guide you further regarding any query you have.

Question 31: Are there any installation guides available?

Yes, comprehensive installation guides are available in our [knowledgebase](#).

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Question 32: Can I get any testimonials?

We do have [feedback and testimonials](#) from our clients published on our website which can help you make your decision. Further references can also be provided if needed.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50052/Pre-Sales-Questions>