# MACHPANEL®

# Multi-Cloud Service Orchestration and Management Solution

**VALIDATED** 1
Globally recognized Microsoft Validated Solution Vendor

**AUTOMATION** 2
End to End Automation From Showcasing, Ordering, Billing to Provisioning and Management

**MULTITENANT** 3
True Multitenancy based on Microsoft Guidelines

**TIME TO MARKET** 4
Reduce your time to market with Free Installation and Training

**CUSTOMIZABLE** 5
Highly customizable and Flexible to tailor the platform to your specific needs

**SECURITY** 6
Robust authentication capabilities Supporting SSO, MFA, Passwordless

**ORCHESTRATION** 7
True Hybrid Multi-Cloud Orchestration

**INNOVATION** 8
Active Development ensures you stay ahead of the Competition

01 02 03 04 05 06 07 08

# Table of Contents

# 1. About This Document

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

# 2. MachPanel Provisioning System

MachPanel Provisioning System is an **All-in-one** complete business automation solution for Windows. It includes everything a Cloud Service Provider, Enterprise, SMEs or Government needs to offer public, private or Hybrid Cloud Services. It helps to run a profitable, extensible and successful Cloud hosting business using the latest tools and cutting-edge technology.

It offers you all components you need to automate your Cloud service delivery, including **Billing, Management, Help Desk, Resellers module,** and **Self-Service Portals**. In addition to automation, it provides broad 3rd party integrations with popular platforms.

> **Note:** MachPanel offers highly useful tools to manage and provision the services.

# 3. 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

> **Important**: MachPanel Provisioning System is **NOT** only a traditional Control Panel but it in fact a complete Cloud Orchestration solution that can help you maximize your Cloud Success.

**Note:** MachPanel extends its functionality to provide end**-to-end centralized automation** using multiple hosted environments.

# 4. MachPanel Core Features

## 4.1 High Performance and Scalability
- ✓ High Performance Windows Based Control Server

## 4.2 Load Balancing
- ✓ High Availability solution encompassing Load Balancing and fault tolerance
- ✓ Fully Load Balanced Control Panel via NLB or any other load balancer

## 4.3 Multilevel Management & Multitenancy
- ✓ Multi-level Management i.e. Service Provider, Reseller and Self-Service Customer Control Panel
- ✓ Support for Commission based Reseller model, and Subscription Based Reseller Model
- ✓ Subscribe Existing Organization and Users to CRM, Skype for Business and SharePoint Services

## 4.4 Integration & Management
- ✓ Ability to Manage Multiple Active Directory Domains
- ✓ Ability to Integrate & Manage different Providers for Exchange and other Services.

## 4.5 Authentication & Security
- ✓ IP Lock-Down policy for system/staff users.
- ✓ SSL Protection and Encryption of Control Panel Communication
- ✓ Secure Encrypted Information exchange between Remote and Control Server
- ✓ Single Sign-On for all Enterprise Extensions
- ✓ 3rd Party Authentication for Control Panel
- ✓ Two factor Authentication (2FA) for all types of Users
- ✓ Login with ADFS functionality added

## 4.6 E-Commerce & Pricing
- ✓ Complete Billing, Helpdesk and E-Commerce Center
- ✓ Automatic Setup & Billing Email Notification Manager
- ✓ Built in E-Commerce Store with Fraud Control & Prevention
- ✓ WHMCS Integration and support for all Modules
- ✓ Support for various payment gateways for automatic payment processing.
- ✓ PCI Compliance integration for Authorize.Net CIM and PayPal Pro Payflow Edition.
- ✓ Safer Pay integration added.

## 4.7 API & Customizations
- ✓ MachPanel Store API to facilitate providers to completely customize the online web store.
- ✓ MachPanel REST API Configuration
- ✓ Multi-language and Localization Support
- ✓ Fully Private Labeled for Provider, Reseller and End Customer Control Panel
- ✓ Terms and conditions Providers/Resellers
- ✓ Ability to customize Skin. Add Custom title on Dashboard.

## 4.8 Backup & Synchronization
- ✓ One click backup of MachPanel database from Control Panel Configuration Studio

✓  ADSync feature to programmatically allow automatic Active Directory Synchronization

## 4.9  Automization & Logging

✓  Workflows for various operations
✓  Detailed Audit Logs to maintain history of all operation performed via control panel

## 4.10 Notifications & Mailing

✓  Notifications on control Panel.
✓  Supports MailChimp for Mailing Lists

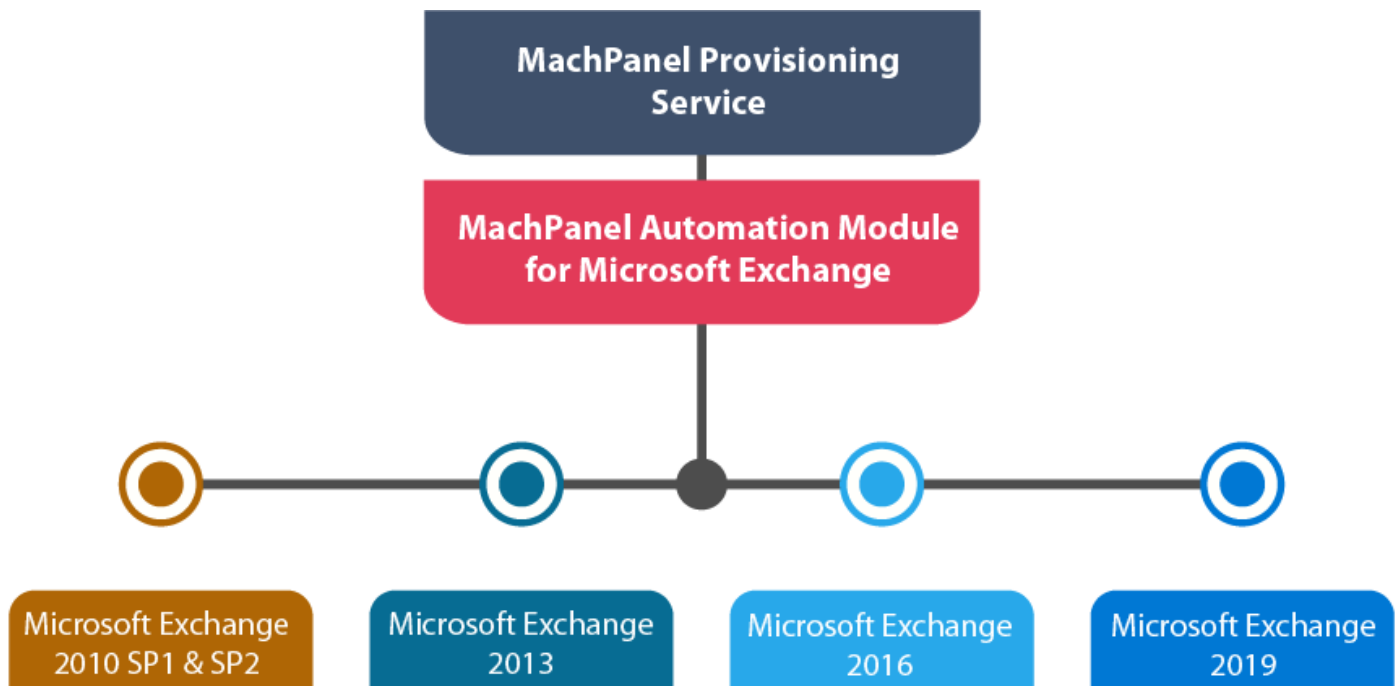# 5. MachPanel Automation Module for Microsoft Exchange 2019 & legacy versions

MachPanel provides complete functionality of **Microsoft Exchange 2019 & legacy versions** and caters every aspect (mail domains, mailboxes, contacts, public folders, distribution lists, exchange organizations, wireless, group actions, provisioning). This enables an enterprise that is offering exchange services, to run its day-to-day business operations with much ease and convenience. Furthermore, it facilitates running a profitable, extensible and successful multi-cloud hosting business in a well-managed way.

## 5.1  Service Architecture

MachPanel support the following versions of Exchange:

1. Microsoft Exchange 2007.
2. Microsoft Exchange 2010 (SP1 & SP2).
3. Microsoft Exchange 2013.
4. Microsoft Exchange 2016.
5. Microsoft Exchange 2019.

> **Note**: Pay as you grow. You have immense scalability options available by starting small and increasing your business later on.

## 5.2 [Automate Complete Flow of Multi-tenant Exchange offering:](#)
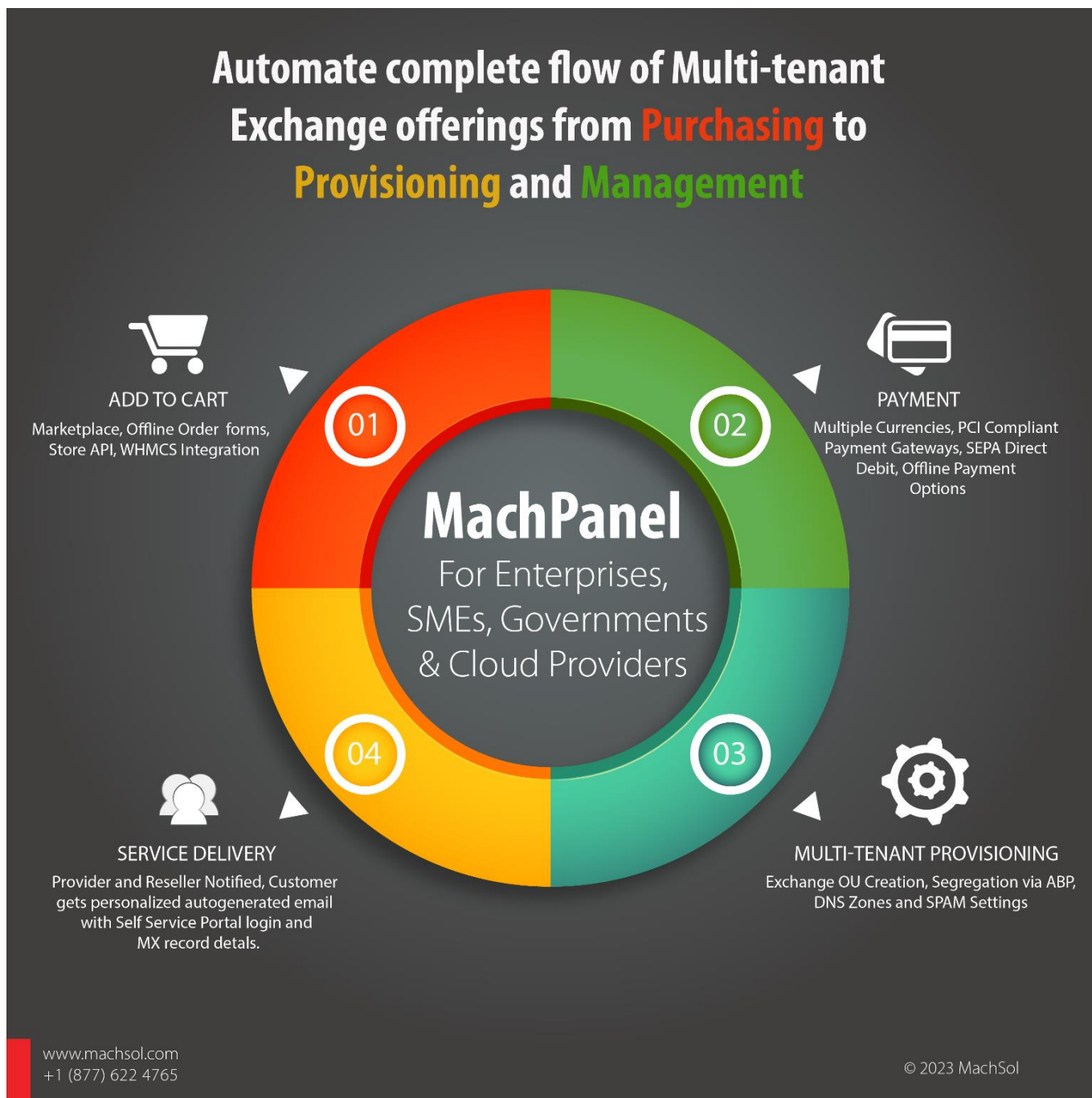
# 6. Detailed Feature List

MachPanel offers a wide range of functionality including provisioning features for Its Exchange Module. It completely supports **Microsoft Exchange 2019 & legacy versions** and caters its entire functions.

## 6.1 Supported Exchange 2019 Features

| Features | | Supported |
|---|---|---|
| **Active Directory Management** | <ul><li>Active Directory Management</li><li>Add/Remove AD Organizations</li><li>Add/Remove AD Users</li><li>Add user details while adding AD user</li><li>Option to Change Password and Unlock the AD User</li><li>Add/Remove Security Groups</li><li>Give AD Users Membership to Security Groups</li><li>Activate Exchange on AD Users Created via MachPanel</li><li>Provider/Reseller has an ability to edit AD user from MachPanel AD interface</li></ul> | ✔ |
| **Service Offering Options** | <ul><li>Group Exchange Mailbox Servers under Server Group<ul><li>Add/remove Server</li><li>PST Import/Export</li><li>Unified Messaging Policy</li></ul></li><li>Create Server Groups from various supported provider versions</li><li>Numerous optional fields per server group to assist in automatic Mailbox Setup</li><li>Ability to Provision Services using Separate Service Account</li><li>Selling of Services Based on Server Groups</li><li>Offer Service via Service Plans</li><li>Intuitive Service Plan Wizard</li><li>Clone Service Plans</li><li>Selling on Per Mailbox Basis or in Bulk</li><li>Choose from List of Resources and Make them Billable</li><li>Bundle all Exchange Resources in a Single Service Plan Offering</li><li>Create Edu-discount packages</li><li>Choose from Microsoft SPLA Types (Basic, Standard, Standard Plus, Enterprise, Enterprise plus or Custom) while creating Service Plans</li><li>Set limits for Personal Archive Settings</li><li>Offer Same Plan in multiple billing cycles and multiple currencies</li><li>Set Setup Price and Discounts on Service Plans</li><li>Ability to Upgrade/Downgrade Service Plans</li><li>Ability to enhance Services and Quotas via Add-ons</li><li>Associating Add-ons with Service Plan</li><li>Ability to provision Exchange Add-on containing mailboxes with unlimited quota as a Provider/Reseller</li></ul> | ✔ |

| | | |
|---|---|---|
| | ➢ Ability to manage Shared/Resource Mailboxes for Exchange 2013 and later.<br>➢ Mailbox Templates Management and Easy add-on creation/update using Mailbox templates<br>➢ Public Folder Mailbox Management/Quota Management<br>➢ Mailbox Manger and Distribution Manager<br>➢ Exchange Mailbox Databases Management<br>➢ SPAM filters<br>➢ Workflows for sync from backend operation <sup>New!</sup> | |
| **DNS Handling** | ➢ Ability to integrate Multiple DNS Servers as Primary & Secondary<br>➢ Auto Generated DNS Records for Exchange Domains | ✔ |
| **Load Balancing & Redundancy** | ➢ Supports Mailbox Creation Load Balancing on Per Server Basis<br>➢ Supports Redundancy with Exchange CCR and DAG Support<br>➢ Set/Fix Mailbox Database, Personal Archive Database.<br>➢ Set/Fix OAB Distribution Method on Per Server Basis | ✔ |
| **Exchange Mailbox Database** | ➢ Ability to Create/Manage Exchange Mailbox Databases.<br>➢ Exchange Databases Management (Mount / Dis-mount the Databases)<br>➢ Move Mailboxes from One database to other.<br>➢ Advanced database management capability | ✔ |
| **Exchange Organizations** | ➢ Multiple Authoritative Domains for the exchange organization. Manage Mail Domains ("Add", "Remove" and "Set as Default" SMTP Domains)<br>➢ Add/Remove Authoritative Domains for the exchange organization. Choose from Authoritative, External and Internal Relay Type for Mail Domains<br>➢ Change/Update exchange organization's storage policy.<br>➢ Change/Update exchange organization's retention policy.<br>➢ Quick Access to Service Management (Mail Domains, Mailboxes, contacts, Distribution List, Disclaimers, Signatures, Transport Rules, Public Folders, Disclaimer, Compliance Management, SPAM Experts, Mobile Device Mailbox Policy, Application Impersonation, Mailbox Templates, OWA Mailbox Policies)<br>➢ Put on Hold / Suspend Access to Panel for Customer/Administrator<br>➢ Complete Migration Capabilities<br>➢ Ability to synchronize Exchange Organization detail is added in Exchange Service management to sync backend details into MachPanel<br>➢ Export Mailbox Permissions and Export Calendar permissions on Organization level.<br>➢ Manage Mail Users | ✔ |
| **Mailbox Management** | ➢ Configure default exchange domain for resellers and customers.<br>➢ Create/Delete mailboxes | |

|  |  |  |
|---|---|---|
|  | ➢ Add Bulk Mailboxes<br>➢ Enable/Disable mailboxes<br>➢ Ability to Soft Delete User Mailboxes. New!<br>➢ Mailbox PST Export and bulk Add PST Export job<br>➢ Remove Mailbox and AD user<br>➢ Mailboxes type supported are User, Room, Equipment, Shared Mailboxes & Linked.<br>➢ Update mailbox information (General settings, Personal Information)<br>➢ Change display name in GAL<br>➢ Enable/Disable Litigation Hold for mailbox<br>➢ Modify Properties of Mailbox for Each Mailbox Individually<br>➢ Perform Group Actions to modify mailbox properties of multiple mailboxes in a single go<br>➢ Change Mailbox User and Display NameChange mailbox password<br>➢ Hide mailbox from address book<br>➢ Add/Remove Email Alias / Email Address<br>➢ Create email alias using Last Name in Exchange Mailbox Group Actions New!<br>➢ Manage Mailbox Mail Flow Settings (Email Forwarding, Limits, Delete Item Retention, Restrictions)<br>➢ Manage Mailbox Advanced Settings (Storage Quota, Mailbox Features)<br>➢ Choose Mailbox Features from Microsoft SPLA Types using drop down<br>➢ Manage Mailbox Permissions (Send on Behalf, Send As, Full Access)<br>    o Set/Reset Mailbox Password (auto send password to specified email address),<br>    o Password Settings for mailbox users<br>➢ Ability to Move Mailboxes from One Database to Other<br>➢ Manage Personal Archive Settings (Chose Archive Database, Set Warning Quota and Quota)<br>➢ Activate/Deactivate Wireless (Blackberry Service) on Mailbox<br>➢ Activate/Deactivate Unified Messaging on Mailbox<br>➢ Enable/Disable and Configure Automatic Replies for Mailbox<br>➢ Move Mailboxes in bulk (from different organizations) from one mailbox database to another<br>➢ Enable/Disable Calendar Permissions and Mobile Devices<br>➢ Handling of Mailbox Locale Settings (ability to select mailbox locale while creating mailbox)<br>➢ Support for converting user mailbox to link mailbox and otherwise<br>➢ Support for creating/handling Dynamic Distribution list<br>➢ AD Users are able to download outlook profile via 4th Level AD user interface | ✓ |

| | | |
|---|---|---|
| | <ul><li>Booking delegates option for Equipment mailboxes</li><li>AD Users are able to download outlook client form link set by provider via 4th Level AD user interface</li><li>An option is available to "Set as Primary email", "Set Primary + UPN" while adding alias to change SMTP domain for users in Bulk</li><li>Enable existing AD users for Exchange services in bulk</li><li>Adding Linked Mailbox via bulk option.</li><li>Set accepted senders</li><li>Set rejected senders</li><li>Enabled/Disable protocols (POP3, IMAP, OWA, MAPI, ActiveSync)</li><li>Set "delete item retention" policy</li></ul> | |
| **Contacts Management** | <ul><li>Create/Delete contacts</li><li>Add / Import Bulk contacts</li><li>Update contact information (General settings, Personal Information)</li><li>Change display name in GAL</li><li>Hide mailbox from address book</li><li>Add/Remove e-mail address</li><li>Manage contact mail flow settings</li><li>Set accepted senders</li><li>Set rejected senders</li><li>Manage advanced settings</li><li>"Set as Primary Email" option in Contact Add/Edit New!</li><li>Add Email alias</li></ul> | ✓ |
| **Distribution Lists Management** | <ul><li>Create/Delete distribution lists</li><li>Add Bulk Distribution list, Export Dynamic Distribution List, Export to Excel, and Members Report</li><li>Enable/Disable distribution lists</li><li>Update distribution lists information (General settings, etc.)</li><li>Change display name in GAL</li><li>Add/Remove distribution list members</li><li>Hide distribution list from address book</li><li>Set primary e-mail address</li><li>Manage distribution list mail flow settings</li><li>Set accepted senders</li><li>Set rejected senders</li><li>Define "Send on Behalf" accounts</li><li>Manage advanced settings</li><li>Group Actions for distribution Lists New!</li></ul> | ✓ |
| **Rules Management** | <ul><li>Multiple Disclaimer Supported in Exchange Accounts.<ul><li>Append Prepend Disclaimer</li><li>Using a Prefix (ORG-SID) while adding Exchange disclaimer New!</li></ul></li><li>Signature are support per tenant.<ul><li>Multiple Signatures (For individual mailbox and whole organization)</li></ul></li></ul> | ✓ |

| | | |
|---|---|---|
| | o     Design your own Dynamic (based on AD attributes) Signatures in design as well as HTML and Text mode.<br>o     Different devices compatible options<br>➢ Transport Rules are customizable per tenant <sup>New!</sup> | |
| **Public Folders Management** | ➢ Configure default exchange domain for resellers and customers:<br>➢ Create/Delete public folders<br>➢ Update public folder information (General settings, etc.)<br>➢ Mail Enable public folder<br>➢ Allow/disallow posting to External and internal users<br>➢ Manage Public folder Permissions and features<br>➢ Import/Sync existing Public Folders from backend to MachPanel for management<br>➢ Change display name in GAL<br>➢ Set public folder authors<br>➢ Hide mailbox from address book<br>➢ Manage public folder e-mail addresses<br>➢ Set primary e-mail address<br>➢ Manage public folder mail flow settings<br>➢ Option to choose mailbox database while creating | ✓ |
| **Compliance Management** <sup>New!</sup> | ➢ Add and Manage Retention Tags<br>➢ Add and Manage Retention Policies<br>➢ Apply Litigation Hold<br>➢ Apply In-Place Hold<br>➢ Apply Journal Rules to Mailboxes and Contacts<br>➢ Recycle Bin, and Recovery of Deleted Mailboxes. | ✓ |
| **SPAM Filters** | ➢ Manage Domain/Edit/Remove is allowed for SPAM Filters | ✓ |
| **Mobile Device Policy Management** | ➢ Add/Edit/Remove Mobile Device Mailbox Policies | ✓ |
| **Calendar Permissions Management** <sup>New!</sup> | ➢ Define Anonymous Permission Level<br>➢ Define Default Permission Level<br>➢ Define Exchange SG Permission Level<br>➢ Add/Edit Custom permission | ✓ |
| **Mail User Management** <sup>New!</sup> | ➢ Add/Edit/Remove Mail User<br>➢ Password Settings for mail users<br>➢ Distribution list management allowed | ✓ |
| **Reporting** | ➢ Auto Generated SPLA, Usage Reports, Subscriptions Report and Others<br>➢ Export to Excel option for SPLA, Usage and Subscriptions Reports<br>➢ SPLA Report categorizes Mailboxes as Basic, Standard, Standard Plus and Enterprise<br>➢ Number of User/Linked Mailboxes, Number of Resource and Shared Mailboxes in Usage reports<br>➢ Separate category for Edu-Discount Mailboxes in SPLA Report<br>➢ Detailed Organization Usage Report Generation (Export to Excel Option) | ✓ |

| Features | | Supported |
|---|---|---|
| | ➤ Detailed Mailbox Usage Report Generation (Export to Excel Option)<br>➤ Enterprise and Enterprise Plus Mailbox types (Handling in Service Plan as well as in Reporting)<br>➤ Schedule to automatically generate and email reports to provider<br>➤ Schedule SPLA/Usage report by Customer [New!] | |
| Server Monitoring and Inventory | ➤ Detailed Inventory, Auditing, Monitoring of Storage, Mail Flow, Server health including CPU, Memory, Services & Event Logs | ✓ |
| RBAC Management | ➤ Exchange RBAC role group management | ✓ |
| Other Value-Added Features | ➤ Recycle Bin, and Recovery of Deleted Mailboxes. [New]<br>➤ Export Mailbox Audit Log, Export Admin Logs<br>➤ Custom Attribute setting update is allowed under Mail Flow<br>➤ "Sender Policy Framework Address" in Server Group settings | ✓ |

## 6.2  Provisioning Features

| Features | | Supported |
|---|---|---|
| Organizations Isolation | • Multiple Authoritative Domains for the exchange organization.<br>• Add/Remove Authoritative Domains for the exchange organization.<br>• Change/Update exchange organization's storage policy.<br>• Change/Update exchange organization's retention policy. | ✓ |
| Service Provider Options | • Configure default exchange domain for resellers and customers:<br>• Create service plans through service plan wizard.<br>   o Limit organizations per plan<br>   o Limit mailboxes per organization<br>   o Limit total disk space per organization<br>   o Limit maximum mailbox size<br>   o Define allowed service protocols such as POP3, OWA, MAPI, IMAP, ActiveSync, per organization<br>   o Define organization's storage policy<br>   o Define organization's retention policy<br>• Create exchange organizations<br>• Create and manage mailboxes<br>• Create and manage distribution lists<br>• Create and manage Email contacts<br>• Create and manage public folders<br>• Enable/Disable mailboxes<br>• Enable/Disable organizations<br>• Manage organization's storage policy | ✓ |

| | • Manage organization's retention policy, Journaling, In-Place & Litigation Hold under Compliance Management tab. New! | |
| | • Manage resources for Import/Export PST mailboxes | |
| | • Configure default exchange domain for resellers and customers. | |

# 7. Revenue Opportunities with Exchange 2019

Start earning money through new revenue streams with MachPanel Automation Module for Microsoft Exchange providing complete functionality of Exchange 2019 on top of this our Certified Exchange experts can help you offer wide range of professional services that can not only help you outclass the competition but also improve your profitability.

**Migration Services**

Many Business may be still using older verions of Exchange or other email platforms and need migration services. Take

**Professional Services**

You can offer wide range of professional services like Installation/configuration, Maintenance and support

**Email Hosting Services**

Become a hosting service provider and offer Email hosting services. Stand out of the market with MachPanel feature rich Self service portals, True

**Add-on Services**

You can always add more value added services to outclass the competition including backup and recovery,

# 8. HEE Strengths

## 8.1  Multitenancy

Multiple hosted exchange organizations on single Exchange server is called multi-tenant Exchange hosting. In multi-tenant exchange hosting the address books and organizations should be separated and hidden from each other. **MachPanel**

**Automation Module for Microsoft Exchange** allows you to configure **Microsoft Exchange Server 2019 & legacy versions** with multiple address lists so that different groups of users can have their own address list and secure those address lists so that groups of users can only see their specific list.



## 8.2  Low Upfront Cost

In addition to functional features, MachPanel offers great value for money. It lets you start with a minimal number of servers and expand as you grow without any extra cost or investment on the control panel system. Leverage on MachPanel's comprehensive set of features and automate all aspects of business management including service plan designing, online store configuration, provisioning, customer support and system maintenance lowering both software and management staff cost.

# 9. Import Utility

## 9.1  MachPanel Exchange Import Utility

This import utility may be used for various scenarios including:

1. For importing existing Exchange organizations, mailboxes etc. to MachPanel for further management from MachPanel's web-based interface. Hence, users who have been using Microsoft Exchange 2019 & legacy versions can easily switch to MachPanel through this Utility without hassle. Following are few attributes which could be imported:

   a. Hosted Organization Information (OU, Names, etc.)
   b. Active Directory user accounts
   c. Exchange mailboxes

d.   Distribution lists
   e.   Email Addresses

**Note:** This utility supports **Microsoft Exchange 2013/2016/2019** <sup>New!</sup> **and 2010 SP2**.

# 10.   Conclusion

MachPanel raises the bar for cloud hosting management solutions with its unparalleled feature set. With advanced multi-tenant automation capabilities, a feature rich user-friendly interface, and robust security measures, MachPanel sets itself apart from the competition. Whether you're hosting Service Provider, An Enterprise, SME or a Government Organization looking to offer Exchange as a hosted service or need to replace your existing solution, MachPanel has the tools you need to get the job done efficiently and effectively. So why settle for less when you can have the best?"

# 11.   Useful Resources

We maintain a 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 |
|-----|----------------------|-------|
| 2.  | Knowledge Base (KB): | http://kb.machsol.com/ |
| 3.  | Blogs: | http://blog.machsol.com |

# 12.  Contact Us

MachSol is a 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.

**US Office**
**MachSol, Inc.**
21520 Yorba Linda Blvd, Ste G-451
Yorba Linda, CA 92887
United States of America
**Toll free**: +1 (877) 622-4765
**Phone**: +1 (949) 309-2710

**Europe Office**
**MachSol B.V.**
Ceresstraat 35
4811 CB Breda
The Netherlands
**Phone**: +31 (88) 622-4765