

Overview of ExtendASP 4.5 Features

This overview is meant to cover all of the features in the ExtendASP 4.5 control panel. The control panel exposes every feature in HMC 4.5. In addition, there are features we have added to the system that are not a part of HMC.

Exchange

Exchange enable user – ability to give email addresses, aliases, and pick the HMC based plan that is assigned to a user. You can also increase the size of a users mailbox over the plan size.

Exchange Disable User – by disabling exchange, the users mailbox will be removed, as well as all email addresses removed from the user.

Delete Exchange User – removes the user and the mailbox.

User Modify – the following is a list of things that can be modified on a user.

- 1) All active directory fields (first name, last name, etc.)
- 2) Hide from address list – allows company admins to hide a user from the exchange address list
- 3) Group membership – users (if the company admin lets them) can add or remove themselves from groups
- 4) Full Public folder support
- 5) Challenge Message system – users can pick from a challenge and response, in case they forget their password.
- 6) Permissions – users can add permissions to other users in their company
 - a. Send As – gives ability to send as if you were that user
 - b. Send on Behalf – gives ability to send emails on behalf of another
 - c. Full permissions – gives the other user full access to the users mailbox
- 7) ActiveSync – All ActiveSync devices will show up on the user page (and blackberrys)
 - a. Remote wipe
 - b. Remove partnership
 - c. See details on the device
 - d. Resend activation code (blackberry)
 - e. Lock device (blackberry)
- 8) Unified Messaging – ability to UM enable a user, and assign the Pin and Extension that the user has, in addition to a variety of other features.

The system allows creation/modification/deletion of the following Exchange enabled items:

- 1) Users
- 2) Rooms
- 3) Equipment
- 4) Groups (security and distribution)
- 5) Contacts

SharePoint

Our system will show all the sites that a company has activated on the system. Via the Company Info page, the Company admin can do the following:

- 1) Create new SharePoint sites
- 2) Modify existing sites
- 3) Delete sites
- 4) View all info for existing sites
- 5) Set quota size on the site
- 6) Pick SharePoint plan assigned to the company
- 7) Add users to SharePoint sites, without going to the site (via the user info page)
- 8) Jump to the SharePoint site via its link

Office Communication server

Office Communication server is a new active part of the system, which allows a variety of features to be exposed to the company and user. Not all parts of OCS are active in HMC 4.5, so please also check with the HMC document to learn what exactly is allowed.

Users can be OCS enabled, by picking which OCS plan is assigned to them.

Companies can have OCS plans assigned to them.

OCS Pools can be added, shared, and all of the information about that Pool can be viewed.

OCS plans can be created, which define all the features that are exposed to the user. The following are a list of features that make up an OCS plan:

- 1) Enhanced IM Presence
- 2) Federation
- 3) Internet Access
- 4) Meeting Policies
- 5) Unified Communication policy
- 6) PC to PC VOIP

Integration is supported for Enterprise VoiP through several different options. Direct Sip trunk providers can be tied into the system, as well as Broadsoft. While there is not currently a direct Broadsoft integration, we do work with integration into that system.

Microsoft Dynamics 4.0 (CRM)

We fully support provisioning of CRM for companies and users. Companies can be allocated into CRM pools based on which pool is assigned to the reseller. Users can be added, and the roles assigned to the user can be changed through our interface.

Terminal Services

We have full support for automatically provisioning of Terminal services for companies and users. This will create a folder for each user on the File Server, with a set amount of space. We stamp the folders with FSRM to be able to maintain strict quotas, but the user can increase this quota via our interface.

Each company gets its own GPO, that can be modified to create a customization per company. Each company also gets a top level public folder that has a specific amount of space to be used. You can also tie this in with both Citrix and Application sharing.

Unified Messaging

Unified Messaging can be added to any company or user on the system. It allows the user to get their voice mail in their mailboxes, as well as dial into the system and listen to things. There is the ability to tie it into VOIP and phone trees, as well as a variety of other features.

UM servers can be tracked and added and modified via our control panel

IPGateways can be added at the Hoster level, Reseller level or at the company level.

Dial Plans, Hunt Groups, Mailbox Policies, and Auto attendants can be created, updated and deleted.

BackupAgent

We offer integration with the third party backup solution called BackupAgent (www.backupagent.com). This allows you to offer the ability to backup and restore desktop systems or servers to your (the hosters) servers. The user can then initiate restores anytime they need. You can charge on a per storage basis and offer different levels for both desktop machines or servers.

Postini

We offer integration with the third party system Postini for spam and virus filtering. This is built into our system and talks to their API (not using the sync). This means that it is fully integrated into the Postini system (www.postini.com) and will allow you to see the changes in our control panel, on their interface also. You can bill per plan, and pick which plans have Postini and which ones do not.

Plan Creation System

There is a full visual view into the entire HMC plan system. You can create new plans, modify existing ones, and disable plans (deletion of plans is not allowed in HMC). You can create global plans, assigned a plan to a specific reseller, and even push a plan down to a specific company. Plans can be defined for purchase or for internal use. Plans also can be assigned the language translation for each plan. The following are the types of plans you can create via our system:

- 1) Exchange Org plans
- 2) Exchange User plans
- 3) OCS Org plans
- 4) OCS User plans
- 5) SharePoint plans

All of the other plan types can be viewed, but since they have no features, they cannot be created.

Trouble Ticket System

The trouble ticket system allows users to create trouble tickets without calling support. This system is meant to be used as a part of the control panel, but it can be turned off, or it can be interfaced to other external trouble ticket systems.

- 1) Multi-lingual
- 2) Tracks issues based on tech assigned to, and tier assigned.
- 3) Generates emails to user and tech for every update.
- 4) Has support queues for assigned and unassigned tech support people.
- 5) Hosting CSR users can access the queues and work on tickets.

Billing System

The billing system can be turned off, if an external billing system is deployed. Parts of the billing system can be turned on, for extracting data. The billing system is a fraction billing system (this can be turned off), which allows for fractional tracking and billing of all changes to a company during the month. The company will be billed on their anniversary date, but if any changes are made during that month, they will be fractionally billed or credited for that amount at the next billing cycle.

Features include:

- 1) Multi-Lingual – all invoices are sent in the native language, but are tracked in the database language non specific.
- 2) Multi-currency – Companies are assigned the currency of the culture code they enter the system on, and then are billed based on that currency in the future. This currency can be changed by

the hoster. All bills are presented in the native currency, and at the pricing that the Reseller sets up for that currency.

- 3) Templated Invoices – Both the hoster and the reseller can change any part of the invoice that is generated and emailed out to the company. It is simple to change the look and feel to your own invoice template.
- 4) Resellers are give 2 methods of billing to choose from
 - a. Reseller bills – reseller bills customer, and system will bill reseller
 - b. Hoster bills in resellers name - reseller doesn't need to do anything, the system will auto generate all invoices and send them out as if from the reseller.
- 5) Manual invoices can be created, and invoices can be modified or deleted.
- 6) Price system
 - a. Hoster sets global pricing to resellers, on a per plan, and per currency basis.
 - b. Hosters can override that pricing on a per reseller basis, if discounts or increases need to be made per reseller.
 - c. Reseller sets global pricing to companies, on a per plan, per currency basis.
 - d. Reseller can override that pricing on a per company basis, if discounts or increases are needed.
 - e. Hoster defines what currencies are used in the system, and can turn them on or off at any time.
- 7) Payment Processing System
 - a. Over 43 payment processors are accepted by the system
 - b. The following are some of the abilities of the system:
 - i. Credit card payments
 - ii. Direct debit of checking
 - iii. Accept Checks (Hoster can turn this off)
 - iv. Refund
 - v. Record manual payments
 - c. Choose which cards are accepted.
- 8) Ability to offer free SharePoint plan with exchange (can be turned on or off)
- 9) Ability to decide minimum charge amount.
- 10) SharePoint can be charged on a per site, or per Plan basis.
- 11) **Extra Item billing** – This is the ability to charge for things that are not a part of our system. You can charge per company, per user, or per group membership.

Full Built in Website

The control panel comes with an entire web site that is 100% ready for hosters and Telcos and Resellers. This site does everything a Hoster would want from a site, with no need to redesign. It can be turned off if you only want the control panel. The following are some of its features:

- 1) Multi-Lingual Flash and News scroller
- 2) Full Overview pages of all services, with pricing and features pages
- 3) Full support section with How To's, setup info and contact info.

- 4) Touches every part of a site that a Hoster or reseller would need.
- 5) 2 Themes (Blue and khaki) are built in for resellers to choose from, but more can easily be added by the Hoster.
- 6) 100% customizable by the Hoster. The site is built on ASP.net 3.5 and uses the following:
 - a. Master page based – this means that you want to change anything in the header or footer (menus and other things), you only need to change 1 page, and every page in the system will show this change.
 - b. Theme based - this allows new color themes to be easily added.
 - c. CSS based - can color on any section can be changed at a moment's notice.
 - d. XML based – all strings are stored in XML files, letting hosters to modify any string on any page easily, and to perpetuate across updates.
 - e.

Blackberry Support

The system fully supports blackberry's, with the ability to provision them just by checking a box on the user page. The system will auto generate the password and email it to the user. This can be turned off. Blackberry's will show in the device panel, and allow users to remote wipe the device. The system can support unlimited number of Blackberry servers, allowing you to grow your system as much as you need.

Domain Registration

Domain Registration and DNS support is an integral part to the system (though it can be turned off). We currently support 3 registers worldwide, with more potentially to come. The three are:

- 1) ENOM – world's second largest registrar
- 2) Tucows – US based
- 3) InternetX – Germany based
- 4) Melbourne IT – Australia based
- 5) Windows DNS system

During the self signup process, a company or reseller can opt to register a new domain. This will then trigger the automatic generation of all relevant DNS entries (MX records, Auto discover CName records, A records for SharePoint). At any point, the owner of that domain, can view all of the information about that domain, and modify that info.

Companies and resellers can view or edit all information about the Domain, from the date it expires, auto renew information, all of the Contact info for domain, and all of the DNS entries. The system allows the user to change or add any ARecord, MXRecord, or CName record that the user wants via a very easy to use interface. It will automatically update any changes (additional domains, new sharepoint sites) that are need and auto create the DNS entries.

You can also now modify and hold DNS on your own Windows based DNS server. This allows your customers to point their Name Servers to you, and then you can control the DNS for them automatically.

Audit System

Every single event and change made by the any user, whether it's a single user, or even the domain admin is tracked by the audit system. Both the Hoster and resellers have access to this audit system, though companies do not. You can search the audit system based on the object that the event occurred to, or by who enacted the event. You can search further by date, and sort by a variety of other variables. The audit system is the only part of the system that cannot be turned off. If a user calls up and asks why a person was deleted from the system, you can go into the audit system and tell the exact time, page and person who deleted that user.

Search System

Hosters and Resellers have the ability to search within the system (defined by what they have access to), for users on the system. You can search by the following criteria:

- 1) Display Name
- 2) UPN
- 3) Email address
- 4) Domain

Links to the user, company and reseller pages for that user are returned as well as the UPN and email address of the user. This allows for a customer service rep to quickly find a user, without having to search at length for them.

Server System

This system allows the hoster to view a variety of information about servers, in a real time basis. They can additionally drill down into a server and view data on the server. An example of this is for Exchange stores, you can drill in and see all the companies in that store, and what the total allocation size is. You can then further drill into that company and view all the users in that company, what store and size they are allocated, and you can then move that user to another store. You also see all the data that HMC keeps about that store, and can modify it.

The following server types are able to be viewed on our system:

- 1) Exchange Stores
- 2) Public folder Stores
- 3) Offline Address Book Servers
- 4) Unified Messaging Servers
- 5) Office Communication Pools
- 6) Blackberry Servers

Import System

Hosters can import via an excel spreadsheet any number of users, groups, contacts and companies. So if you have a new company with 100 users, it does not make sense to type them in one at a time. Instead they can give you an excel spreadsheet with all the users on it, and you can auto create them in a matter of minutes. This is good also for importing legacy users from another system, or from older systems.

Other Features

Multi-Lingual

Our system is Multi-lingual, and currently supports English, Spanish, German, and Croatian. French and Chinese are about to be added. The entire system is XML based, so adding new languages, or customizing for specific cultures is fast and easy. The hoster can choose what languages they support and can turn on or off languages at any time. The system will auto sense the users culture, and automatically switch the system to show the correct language and currency for that user.

Multi-Currency

Adding any new currency is as simple as adding them to a table on a web page. The hoster decides what currencies the system will support, and can turn them on or off at will. You can also add new ones any time. Once a currency is activated, it will instantly show throughout the system.

Permissions Matrix

There is a hierarchy of permission roles that are in the system. From lowest to highest:

- 1) User
- 2) Company Customer Service Rep (CSR)
- 3) Company Admin
- 4) Reseller CSR
- 5) Reseller Admin
- 6) Hosting CSR
- 7) Hosting Admin
- 8) Domain Admin

Each roll has different things that they can, and cannot access in the system. To learn more about the permissions, please request our permissions matrix.

Web Service

We provide a full featured web service that sites along side our control panel. With this web service, you can pull any data out of our system into a third party system that you need. An example is if you have a third party billing system, and need to pull (or push) information into the external billing system,

you can do this through the web service. In addition to pulling any piece of information out of the system, you can also provision things into the system from third party systems. An example of this is a customer who uses their own portal for provisioning users. They can just make a single web service call, and anything in our system can be provisioned.

Full Source Code

We give the entire source code to the website, and control panel, except for the core DLL. With this source code, you can change any part of the look of the system that you want. In addition, we give you the entire API to the core dll. Our core system was written in C# and is object oriented. This means that everything in the system (users, companies, DNS, groups...) are objects. With access to the core dll, you can call any of these objects from an ASP.net page. In addition, if you need to override or extend the system in any way, it is quite easy to do.

Individual Information Worker (IIW) support

The IIW user is a single user of family that wants to use the service. IIW allows Telcos and hosters to provide this service to these users, with a shared domain (that the telco designates), and they can activate all the normal services on the system, but they are not defined as a normal company. In addition, the system will show them showing up differently on the system so you can easily identify them. This replaces the old HMC consumer model, with a better more dynamic model.