



Hosting Controller
Cloud Automation Platform

Case Study



South Africa's Hosted Infrastructure Provider Transitions from CloudBlue to Hosting Controller



Leveraging Exchange control panel with self-service GUI portals and REST APIs for all control operations

www.hostingcontroller.com

Company Overview

The leading hosted infrastructure provider based in South Africa, offers hosted virtual services solutions to its customers. Specializing in hosted Exchange, hosted virtual servers, and managed IT solutions, it strives to deliver the most relevant, secure, and resilient solutions to its customer base worldwide. It has been utilizing CloudBlue control panel for managing its diverse array of services, including Exchange email, website hosting, DNS hosting, and MySQL DB hosting modules across both Windows and Linux servers.

Business Challenge

As the on-premises version of CloudBlue neared its End of Life (EOL), the provider actively sought to transition its infrastructure from CloudBlue to Hosting Controller. The challenge lay in seamlessly migrating various services, including Exchange organizations, mail domains, mailboxes, distribution lists, websites, SSL certificates, and DNS zones, while ensuring minimal disruption to operations and data integrity.

Transition Objectives:

- ✓ Migrate Exchange organizations, mail domains, mailboxes, distribution lists, and mail contacts from CloudBlue to Hosting Controller.
- ✓ Reformat existing DNS Zones to adhere to Hosting Controller control panel standards.
- ✓ Manage website hosting and SSL certificates seamlessly within the Hosting Controller control panel environment.
- ✓ Ensure smooth integration with WHMCS for resource provisioning.
- ✓ Receive comprehensive technical support and guidance throughout migration.

Challenges Faced:

- ✓ Different Active Directory hierarchy used for Exchange organizations.
- ✓ Compatibility issues with existing SSL certificates.
- ✓ DNS zones in varied formats, incompatible with Hosting Controller standards.



- **Industry:** Technology
- **Headquarters:** South Africa
- **Size:** 12.5 K Users
- **HC Product:** Exchange Module

Technical Support:

- ✓ Multiple Zoom meetings were conducted to provide in-depth training on the functionality of Hosting Controller control panel.
- ✓ Ongoing technical support was offered, promptly addressing any issues encountered by the personnel of the provider.
- ✓ Detailed walkthroughs with question-and-answer sessions were organized to clarify ambiguities.

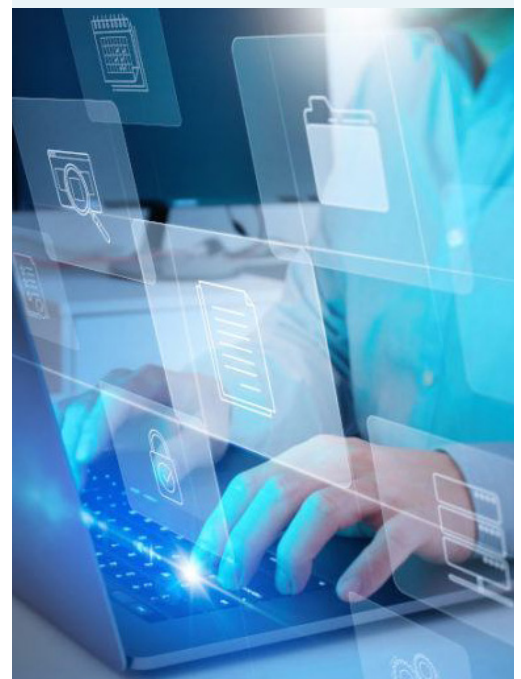
Solution

A comprehensive deployment and migration plan was devised by the Hosting Controller team to address the specific needs of the provider:

- ☑ **Remote Deployment of HC Control Panel:** The Hosting Controller control panel was deployed remotely by leveraging best practices and industry standards to ensure efficiency and reliability.
- ☑ **Control Panel High Availability:** A high availability architecture was established to ensure uninterrupted access to the control panel, minimizing downtime and optimizing performance.
- ☑ **Control Panel Security Configurations:** Robust security measures were implemented, including encryption protocols, firewalls, access controls, and regular security audits, to safeguard sensitive data and protect against cyber threats.
- ☑ **Configuration of HC Control Panel with Microsoft Exchange Server:** Seamless integration with the existing Microsoft Exchange infrastructure was achieved, enabling centralized management of mailboxes, calendars, contacts, and other collaborative tools.
- ☑ **Creation of Panel Users/Tenant Accounts:** Self-service access for end customers was facilitated through the creation of panel users and tenant accounts, empowering users to manage their services efficiently.
- ☑ **Import of Existing Organizations:** Exchange organizations, mail domains, mailboxes, distribution lists, and mail contacts were imported from the existing infrastructure into Hosting Controller control panel, ensuring a smooth transition of email services.
- ☑ **Website Migration:** The provider was guided to create new websites on designated servers through Hosting Controller control panel. Hosting Controller assisted in migrating existing website data and SSL certificates to the new infrastructure, ensuring the continuity of web services.
- ☑ **SSL Certificate Installation:** The Hosting Controller team provided detailed instructions for the installation of existing SSL certificates and troubleshooting techniques. Through Zoom meetings, all issues encountered during the process were addressed, ensuring secure website transactions.
- ☑ **DNS Zone Migration:** To streamline DNS management, numerous DNS zone files were reformatted to comply with Hosting Controller control panel standards. These files were then imported into the control panel, simplifying DNS administration.
- ☑ **Quota Management:** Adapted the provider's customer packages to align with Hosting Controller's subscription model. Enabled the addition of add-ons as subscriptions to meet client-specific requirements, ensuring flexibility and scalability.
- ☑ **WHMCS Configuration:** The provider was guided about WHMCS level configurations necessary for provisioning resources in Hosting Controller, ensuring seamless integration with existing billing systems.

Deployment and Migration Summary:

The solution came in the form of a comprehensive deployment and migration plan. Hosting Controller was deployed remotely on the infrastructure of the provider. It was installed on more than one server to achieve high availability. The installations were secured with foolproof security measures. Their existing on-premises Microsoft Exchange infrastructure was integrated with Hosting Controller for central management of mailboxes, calendars, contacts, and distribution lists. A panel user and tenant hierarchy in line with Hosting Controller was established. Exchange organizations, mail domains, mailboxes, distribution lists, and mail contacts were imported from the existing infrastructure into Hosting Controller. New websites were created, and website data and SSL certificates were migrated over. Numerous DNS zone files were reformatted to comply with Hosting Controller standards and finally, the provider's customer packages were aligned with Hosting Controller's service plans.



Key Solution Benefits

The migration to Hosting Controller control panel was executed successfully, delivering the following outcomes:

- ☑ Seamless transition of Exchange email, website hosting, DNS hosting, and MySQL hosting modules.
- ☑ Minimal disruption to operations, ensuring business continuity for the provider.
- ☑ Enhanced functionality and improved management capabilities with Hosting Controller.
- ☑ Enhanced operational efficiency and scalability with tailored solutions for quota management and resource provisioning.
- ☑ Secure SSL certificate installation and troubleshooting assistance, ensuring uninterrupted website security.
- ☑ Improved security and compliance with standardized SSL certificate management procedures.
- ☑ Streamlined DNS management with reformatted DNS zone files imported into Hosting Controller.
- ☑ Efficient integration with existing billing systems through WHMCS configurations.
- ☑ Comprehensive training and ongoing technical support guidance via Zoom meetings, empowering provider personnel.

Conclusion

By partnering with the Hosting Controller team for the migration to Hosting Controller control panel, the South African hosted infrastructure provider achieved a seamless transition to a robust and feature-rich control panel solution. Hosting Controller expertise and tailored approach ensured a smooth migration process, empowering the provider to efficiently manage its diverse range of IT services while delivering uninterrupted service to its customers.

“We are extremely satisfied with the expertise and support provided by the team during our migration to Hosting Controller. Their attention to detail and commitment to finding solutions tailored to our specific needs have been instrumental in achieving our goals. We look forward to continued collaboration and further enhancements to our hosting environment.”

Provider Management



Get in touch

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We are bound by Non-Disclosure Agreements (NDAs) with our partners, which prevent us from disclosing their names and identities. Therefore, we are unable to provide the real name of the organization under discussion.

Founded in 1999 and a pioneer in Windows Hosting Automation, Hosting Controller is a hybrid multi-cloud control panel for enterprises, government organizations and service providers. Hosting Controller transforms your data center into a private cloud, letting your data stay where it is. Hosting Controller's robust and unified control panel offers cross platform support, N-tier user architecture and self-service portals. It has built-in integrations for Microsoft Enterprise Applications MS Exchange, SharePoint, Skype for Business, Active Directory and MS 365 and a full automation solution for IaaS offering virtualized partitions on both Windows and Linux based servers through Hyper-V and VMware. Hosting Controller Inc. is based in Ontario, Canada and has customers in 125 countries worldwide.

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