



Company Overview

The managed services provider is a leading provider of data center, cloud, and managed IT services in the Sultanate of Oman. With a commitment to delivering secure, reliable, and innovative solutions, it serves a diverse clientele ranging from government entities to businesses across various industries. It also offers a superior data center network, providing cyber security and cloud services, to its customer base.

Business Challenge

The services provider sought to enhance its service delivery capabilities by deploying Hosting Controller. It faced the following challenges during project deployment:

- ❖ **Mapping Website Panel Access Credential to Hosting Controller:** During deployment, the challenge of mapping website panel access credentials to Hosting Controller was encountered.
- ❖ **Challenges with Offline Address Book:** During the deployment process, challenges related to the Offline Address Book (OAB) were identified.
- ❖ **Possibility of Executing API in a Load-Balanced Environment:** Doubts were cast on the feasibility of executing APIs in a load-balanced environment.
- ❖ **Process of Tenant Upgrade from Exchange 2016 to 2019:** Concerns were expressed regarding the migration process while discussing the upgrade of tenants from Exchange 2016 to 2019.

Solution

- ❖ Upon encountering the challenge of mapping website panel access credentials to Hosting Controller, the service provider was guided to prepare an Excel spreadsheet. This spreadsheet facilitated the collection of information about control panel user-profiles and Exchange organizations, along with their accepted domains. This approach streamlined the management process, ensuring easy access and efficient data organization.
- ❖ Regarding the Offline Address Book (OAB), the provider was informed that a new OAB would be created for each organization and assigned using a segregation tool. This solution ensured minimal downtime and swift resolution of the issue.



- **Industry:** Service Provider
- **Headquarters:** Oman
- **Size:** 15 K Users
- **HC Product:** Exchange Module

Technical Support:

Comprehensive training sessions were conducted for the provider's operations team to familiarize them with the features, functionalities, and best practices of the Hosting Controller software.

Solution

- ❖ Upon investigating the feasibility of executing APIs in a load-balanced environment, the services provider was advised on the implementation approach. They were guided on exposing internal or external API URLs behind the load balancer IP, simplifying the process, and ensuring seamless integration.
- ❖ For the upgrade of tenants from Exchange 2016 to 2019, it was recommended that Exchange 2019 be configured in the panel, while migration be conducted later by their team. The Hosting Controller team committed to assisting the provider in pointing the Exchange 2019 records in the Hosting Controller database against the migrated Exchange organizations.

"We are extremely satisfied with the expertise and support provided by the team during our migration to Hosting Controller HC10 Control Panel. 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

Implementation Process

- ❖ **Remote Deployment of HC Control Panel:** The Hosting Controller's 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.
- ❖ **Design of Services Offered in Plan Manager:** Customized mailbox templates and service offerings were designed to meet the unique requirements of the provider's clients, ensuring flexibility and scalability in service provisioning.
- ❖ **Creation of Panel Users/Tenant Accounts:** Self-service access for end customers was facilitated by creating panel users and tenant accounts, empowering users to manage their services themselves.
- ❖ **Import of Existing Organizations:** Existing organizations, user mailboxes, and other objects were seamlessly imported into the Hosting Controller control panel, preserving data integrity, and minimizing disruption to operations.

Key Solution Benefits

The deployment and migration to Hosting Controller were executed successfully, imparting the following benefits:

- ❖ Seamless transition of Exchange Organizations, mail domains, mailboxes, and distribution groups.
- ❖ Minimal disruption to operations, ensuring business continuity for the provider.
- ❖ Enhanced functionality and improved management capabilities with a control panel in the middle.
- ❖ Enhanced operational efficiency and scalability with tailored solutions for quota management and resource provisioning.
- ❖ Empowered personnel with comprehensive training and ongoing technical support guidance via shared sessions.

Conclusion

The successful deployment of Hosting Controller underscores Hosting Controller's commitment to delivering innovative solutions and exceptional service to its clients. By leveraging cutting-edge technology and best practices, Hosting Controller helped the IT managed services provider enhance its operational efficiency, security posture, and customer satisfaction. Through proactive problem-solving and strategic guidance, the provider successfully overcame various challenges encountered during the deployment of Hosting Controller. By implementing tailored solutions and leveraging expert advice, the provider optimized its operational processes, enhanced system functionality, and positioned itself for future growth and success in the competitive IT services market. As a trusted partner, Hosting Controller remains dedicated to supporting the partner in achieving its strategic objectives and driving continued growth and success.

Solutions at a Glance

- ❖ By implementing the Excel spreadsheet, the provider enhanced its ability to manage CP user-profiles and Exchange organizations effectively. This structured approach simplified the mapping of website panel access credentials to Hosting Controller, optimizing operational efficiency.
- ❖ By creating new OABs for each organization and assigning them efficiently, the services provider successfully addressed the challenges with the Offline Address Book. This approach minimized disruption to operations and maintained seamless access to essential resources.
- ❖ By leveraging the guidance provided, the provider successfully implemented APIs within their load balancer environment. This allowed for efficient communication and data exchange, enhancing system functionality and performance.
- ❖ By adopting a phased approach to the Exchange upgrade process, the provider ensured continuity of services while preparing for future enhancements. The guidance provided enabled the provider to plan and execute the migration seamlessly, minimizing disruptions and maximizing efficiency.



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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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