HOSTING CONTROLLER

CLOUD AUTOMATION SOLUTION

HC
Exchange Automation
Product Datasheet

What is HC Exchange?

HC Exchange provides a multi-tenant control panel for the provisioning and management of Exchange accounts and it's not just provisioning. HC hosted Exchange provides a complete automation solution to service providers, enterprises and government organizations, to centrally manage and deliver Exchange services. It enables providers of all sizes to create email domains, mailboxes, mail contacts, distribution lists, public folders and much more. It further lets users login to different self-serve portals to perform their respective tasks themselves, all through user friendly graphical menus.

Mailboxes

Provision user, linked, shared and resource mailboxes under relevant organizational units (OU) while maintaining segregation between tenants.

Mail Contacts

Mail enable Active Directory objects and make them represent external people and organizations.

Distribution Lists

Create mail enabled distribution and security groups to distribute messages as well as to grant access permissions to resources in Active Directory.

Public Folders

Give Outlook users access to common folders. Assign a folder to a selected few or make it available to everyone.

Why HC Exchange?

Multi-tenancy

Microsoft Exchange out of the box is designed to run for a single enterprise. The requirement for service providers is to be able to share the same installation of Exchange among multiple enterprises or tenants. HC Exchange provides just that. It furnishes the required layer of tenancy, enabling multiple enterprises to share the same infrastructure and platform for their unified messaging and communication needs.

Segregation

Another requirement is to isolate the visibility of tenants so that each tenant remains separate and constrained from viewing the GAL of others. HC enables the separate provisioning of each tenant in its separate sandbox, keeping tenants secluded for all processes of service usage, collaboration, provisioning and self-serve. This way tenants remain logically isolated, but physically integrated.

Self-Serve

Reliable automation has always been perceived as one which requires least possible involvement of the admin. HC makes zero touch, self-care possible through its exclusive Reseller, Sub-Reseller, End Client and Staff Member interfaces. It eliminates the need for admin intervention by allowing customers and tenants to manage and control their own interfaces.

Web Provisioning

It is important to allow provisioning from anywhere anytime, using a browser of choice. HC allows provisioning of Exchange resources through the web. This means no more logging in to the ECP or connecting through remote PowerShell for the purpose of provisioning. Email domains, mailboxes, mail contacts, distribution lists, public folders all can be added and deleted through the web.

Channel Support

Sometimes it's beneficial to go to market via value added intermediaries and let these resellers sell downstream to their customer base. HC Exchange let's service providers leverage the power of multiple reseller sales channels. Providers of hosted Exchange can quickly reach out to their end customers through these powerful sales channels exposing themselves to new revenue streams.

Service Packages

Service plans signify the 'enforcement factor' within the control panel functionality. They make sure that all requests for provisioning are within the bounds, set by the plans purchased by the customers and within the quotas extended to them against those subscriptions. Service providers can offer tailor-made Exchange service plans to their customers and assign various price tags to the plans. Customers in turn can purchase packages most relevant to them.

Onboarding

Import of existing resources into the solution platform, in most cases, proves a big challenge. HC furnishes all the rights tools to onboard existing resources into the panel.

Audit Trail

It's vital to maintain an audit trail of activity. HC provides a convenient way to track down operations performed by users and record various events. All actions performed are logged and documented.

Reporting

Reporting lies at the heart of Microsoft's SPLA program. HC Exchange provides accurate reporting for Enterprise usage. Using HC Exchange's advanced reporting feature, providers can safely report their SPLA usage every month and be charged for only what they have consumed.

Business Intelligence

Informed decisions can only be taken based on actionable intelligence. HC provides historical and current views of Exchange resources and makes available visual representations to reflect resource usage.

About Hosting Controller

Starting out as Windows web hosting automation solution, Hosting Controller over the years has evolved into a leading cloud automation solution.

The notion pivotal to HC is "all under one umbrella". Centered on this HC endeavors to bring a granular, role based orchestration software. A solution that allows:

- Hosting Service Providers
- Saas Providers
- Datacenters
- Telcos

to effectively manage their private, public and hybrid clouds. With special emphasis on Microsoft Enterprise Applications, HC enables datacenters and SaaS providers literally of any size to deploy and swiftly launch a broad range of on-demand software within no time.

Besides Microsoft Exchange, SharePoint, Lync, Skype for Business and Dynamics CRM, HC provides a coherent, multi-tenant, self-served web interface to a wide range of out of the box applications.

To top it all,HC is home to a world class Virtualization suite sanctioning an easy and scalable way to provision and manage Virtual Private Servers (VPS).

Restful API

HC comes with a RESTful API, that ensures expedient integration with external systems. HC Exchange API can be used to perform Exchange related operations in terms of sending or receiving emails without the need to login into the control panel or in other words from an external interface.

Signup

Visitors are required to ease into a product with as little resistance as possible. This can only be achieved through a frictionless signup process. Customers arriving at an online store should be able to pay online and signup for Exchange services without the need for manual intervention on the part of the provider. HC brings a completely white labelled online store that facilitates easy signup and checkout.

Billing

Rarely do control panels include billing features. HC comes reinforced with a full spectrum billing system. Integrated billing includes invoices, payments, orders, recurring charges, payment gateways, pre-paid wallet and much more.

Branding

Branding is a way of distinguishing from competition. HC allows organizations to assert full control over the looks and feel of their panel. It enables them to rebrand and align it with their corporate identity. It allows for customized company names, banners, themes, menu controls, email templates, parking pages and much more.

Help Desk

Presence of an effective means of communication between the provider and its customers is mandatory. After sales or support calls need to be routed up or down the selling chain. The customer or tenant may need to report a problem or raise a sales query. HC handles help desk with an effective trouble ticketing.

Key Features

User Sharing
Have multiple services, Exchange, Sharepoint, Skype for Business etc. simultaneously enabled on the same Active Directory user.

Single Interface
Manage everything from a single interface. Spare yourself the hassle of logging into different interfaces for different processes.

Automated Process
See end-to-end provisioning of Exchange accounts, from the initial stage of ordering an Exchange service plan to the final stage of creation of a mailbox.

Features

With an elaborate feature set HC Exchange puts you precisely in control of your Exchange resources. Here is a complete list of features that fortifies the overall provisioning process.

Mailboxes

- Create New Mailboxes
- Create and Manage Resource Mailboxes (Meeting Rooms and Equipment Mailbox)
- Create and Manage Shared Mailboxes
- Create and Manage Linked Mailboxes
- Managed By field in Mailbox General Properties
- Option to restrict user from modifying Exchange Mailbox User attributes & Passwords while managing those Exchange Organizations with ADSync utility
- Support for Exchange Mailbox Litigation Hold
- Support for Exchange Mail Domain Disclaimer
- Creation of Exchange Mailboxes in bulk
  - Add User Mailboxes in bulk
  - Add Shared Mailboxes in bulk
- Creation of Exchange mail contacts in bulk
- Manage Archive Mailbox.
- Manage Journal Mailbox.
- Creating Mailbox for Existing User in Active Directory for a Mail Domain
- Configuring Mailbox Size in Advanced Properties of a User
- Manage Mailbox Email Addresses
  - Select Primary Email Address (UPN)
  - Add/Remove Additional Email Addresses
  - Add/Remove Email Addresses of Different Mail Domains for a Mailbox in a Mail Domain
- Control password expiry of Active Directory accounts associated with Exchange Mailboxes

- Provided Advanced Exchange Mailbox Features
  - Accepted/Rejected Senders Control
  - Send on Behalf & User Statistics
- Provided Mailbox Properties Control
  - Mailbox Size
  - Incoming Message Size
  - Outgoing Message Size
- Change Mailbox Password
- Force Mailbox Users to Change Their Passwords on Next Logon
- Upload profile picture to Mailbox
- Change user Mailbox type to shared Mailbox and vice versa
- List Membership Management of Mailboxes
- Manage Mailbox Permissions (like SendAs, FullAccess, DeleteItem)
- Set Mailbox Signatures
- Define Forwarding Account
- Enable Automatic Reply
- Enable/Disable Protocols (POP3, IMAP, OWA, MAPI)
- Enable/Disable Mailbox
- Deletion of Disabled Mailbox
- Storage Quota Settings
  - Issue Warning at
  - Prohibit Send at
- Import/Export Mailboxes through .pst file
  - Import Mailboxes
  - Export Mailboxes
- Deleted Item Retentions Settings
  - Use Database Retention Default
  - Retain Deleted Item For
  - Doesn't Permanently Delete the Items Backup

Continued . . .

Distribution Lists

- Create/Remove Distribution Lists
- Create/Remove Security Groups
- Create/Remove Dynamic Distribution Groups
- Change General Distribution List Settings
    - Add/Remove List Members
    - Add/Remove List Administrators
- Change Advanced Distribution List Settings
    - Display Name
    - Hide Distribution List from Exchange Address Lists
    - Send Out-of-Office Message to Originator
    - Specify Message Size Limit
    - Specify Message Delivery Report
        - Send Delivery Report to Manager
        - Send Delivery Report to Originator
        - Don't Send Delivery Report
- Manage Distribution List Email Addresses
    - Add/Remove List Email Addresses
    - Select Primary Email Address
- Manage Distribution List Send As Permission
- Manage Distribution List Mail Flow Settings
    - Accepted Senders
    - Rejected Senders

Public Folders

- Public Folder Replica Databases (2007/2010)
- Create/Remove Public Folders
- Automated Creation of Organization Folder
- Change Mail Properties for Mail Enabled Public Folders
    - Display Name
    - Hide Public Folder from Exchange Address Lists
    - Specify Incoming/Outgoing Message Size Limit
- Change Advanced Properties
    - Storage Quota
    - Deleted Items Retention
    - Age Limits
- Manage Public Folder Email Addresses
    - Add/Remove Public Folder Email Addresses
    - Select Primary Email Addresses
- Manage Public Folder Mail Flow Settings
    - Accepted Senders
    - Rejected Senders
- Concealment of Root Public Folder of one Organization from Users of other Organization
- Mail Enable/Disable Public Folders
- Add / Remove Public Folder Client Permissions for Mailbox users

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Mail Domain Segregation

- Independent Global Address List (GAL), Offline Address Book (OAB) & Address Book Policy (ABP) for each Exchange Hosted Organization
- On Login to OWA/ MS Outlook, Users are Displayed in GAL of their Respective Organization
- Also Users will Only Download their Respective Mail Domain OAB in Outlook.
- Concealment of GAL and Accounts of One Organization Users from Other Mail Domains or Organizations
- Creation of Public Folders Under Mail Domain's Root Public Folder
- Concealment of Root Public Folder of One Organization from Users of Other Organization
- Assignment of Access Right 'Author' for All Mail Domain Users on Public Folder

Service Provider Features
- Exchange Mailbox Database synchronization
- Assign Exchange Mailbox Databases to Reseller
- Management of More than One Mailbox Servers Independent of HC Cluster
- Assignment of One CAS Server for Outlook Web Access Login
- Configure Outlook Anywhere for CAS
- Manage Exchange Storage Groups, Mailbox Databases & Public Folder Databases
- Configure Domain Controller for HC Exchange Setup
- Create Mailbox Information or Statistics Reports
- Enable/Disable Outlook Any Where on Client Access Server(s)
- Restrict users from performing Add/Delete/Disable operations on Exchange resources

Database Management

- Add/Remove Exchange Databases
- Add/Remove Exchange Mailbox Databases
- Add/Remove Exchange Public Folder Databases
- Mount/Dismount a Mailbox or Public Folder Database

Exchange Active Sync Policy Management

- Add/Remove Exchange ActiveSync Policy
- Edit/View Exchange ActiveSync Policy settings
- Set an Exchange ActiveSync Policy as Default

Mailbox Active Sync Management

- Enable/Disable ActiveSync on a Mailbox User
- Change ActiveSync Policy of the Mailbox User
- View all ActiveSync Policy Settings

Exchange Reports

- Create Mailbox Information/Statistics Reports
- Create Mailbox Reports based on All/Selected Mailbox Servers
- Create Mailbox Reports based on All/Selected Mailbox Databases
- Create Mailbox Reports based on All/Selected Mail Domain
- Create Mailbox Reports in TXT, CSV, and HTML Formats

Continued . . .

Reseller Features

- Create and Manage New Mail Domains for Client
- Create and Manage Mailboxes for Client
- Create and Manage Distribution Lists for Client
- Create and Manage Public Folders for Client
- Disable/Enable Individual Accounts/Mailboxes for Client

Tenant Admin Features

- Create and Manage New Mail Domains
- Create and Manage Mailboxes
- Create and Manage Distribution Lists
- Create and Manage Public Folders
- Disable/Enable Individual Accounts/Mailboxes

How it Works

01

Master Controller HC Installer
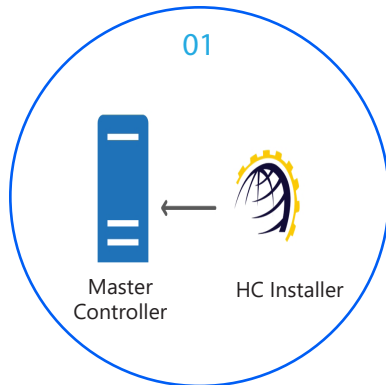
Installation of HC
Install Hosting Controller on the Master Controller, with MS SQL Database on the same or a different server.

02
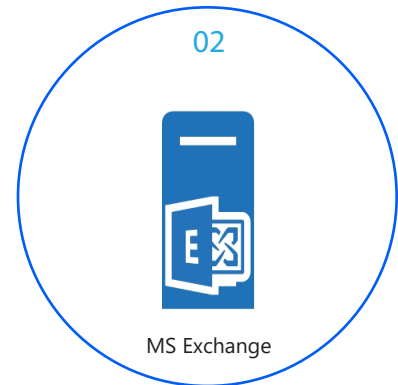
MS Exchange

Exchange Server
No need to install HC on the Exchange server. The Master Controller will communicate with Exchange server through remote PowerShell.

03

Master Controller MS Exchange
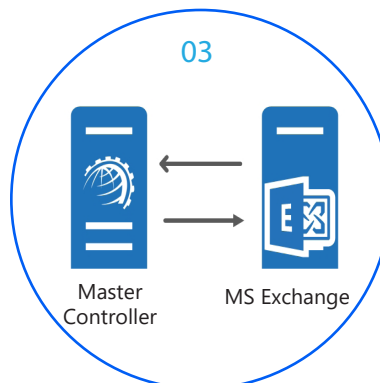
Addition to the HC Cluster
Add the Exchange server to the panel console to have a perfectly aligned, working solution. Its as simple as that!

www.hostingcontroller.com

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