

ServerStock Customer Portal

The ServerStock Customer Portal is an in-house software solution designed to facilitate the management and provisioning of dedicated and colocated customers. This software interacts with our billing software, Ubersmith, via an extensive API.

Admin Features:

- Ability to manage all aspects of IPs (allotment, assignment)
 - o Ability to search IPs to determine whether free, in-use (by who?), reserved
 - o Ability to add singular IPs or entire subnets, at the click of a button
 - o Track ARIN justification on a per-IP basis. Ability to view an ARIN report.
- Ability to manage all aspects of network hardware (inventory, assignment)
 - o Ability to search for hardware, by assigned customer, grouping or IP
- Ability to manage dedicated servers (provisioning, assignment)
 - o Ability to add new dedicated servers
 - Store Root password, IPs assigned, welcome e-mail, customer info
 - o Ability to track hardware location, switch ports, etc.
 - o Ability to search for server, by either customer info or IPs assigned
 - o Ability to resale server, if previous customer cancels
 - o Ability to manage MRTG graphing and IPMI 2.0 support
 - Ability for customer and staff access
 - Ability for the system to monitor bandwidth usage and send notifications to customer and DC upon 80%, 100% and 101%+ bandwidth usage. Notifications sent via E-mail and also announced in customer's portal.
 - End of month reports on customers with overages, e-mailed to staff
 - o System tracks inventory of servers available, updates website with qty
- Ability to manage colocation customers
 - o Ability to assign colocation customers rack locations, switch ports, etc.
 - o Ability to manage colocation equipment, track IPs, etc.
 - o Ability to manage MRTG graphing and IPMI 2.0 support
 - Ability for customer and staff access
- Ability to monitor all aspects of network
 - o Network monitoring of Switches and Servers
 - o Automatic notification of downed services
 - o Ability for customer to enter contact details and receive notifications
 - o Network monitoring screen that auto refreshes and sounds alarms when a service goes down

Customer Features:

- Ability to view and manage all aspects of Customer billing information
 - o This includes overdue invoice, overage and abuse notifications on main page
 - o View/edit billing profile, add/update cc, view current/past invoices, etc.
- View/create/reply trouble tickets
- Ability to view service announcements
- Ability to view all current services
- Ability to view MRTG graphs
- Ability to issue remote reboot to server(s), via IPMI 2.0
- Ability to console into server(s), via IPMI 2.0
- Ability to request service under Managed offering
- Ability to order account upgrades
 - o Allows customers to order upgrades, processed via API, onto their account
 - o Upgrade orders create a ticket in the provisioning queue
 - o Additional IP requests require customer to enter justification
- Ability to cancel one or all services
 - o User must verify cancellation through e-mail link
- Ability to view service monitoring
 - o Choose which services to monitor
 - o Add/edit monitoring contacts