



Automate Delivery of Microsoft Cloud Services

RackNap enables CSPs to run a profitable cloud business by automating delivery of cloud services and efficiently manage business operations.



CSPs face challenges in monitoring usage, controlling spend for the customers and alerting them. RackNap offers unified platform to manage these challenges efficiently.

What is RackNap?

RackNap is a cloud services delivery platform enabling CSPs, Telcos, Hosters, System Integrators and Distributors to automate customer sales life-cycle (ordering, provision, billing). RackNap offers a Unified Marketplace to sell cloud and non-cloud services (e.g. managed services, hardware).



Marketplace Management



Billing and Provisioning



Sales and Marketing



Customer Panel



Partner Management



Support and CRM



Inventory Management



Business Intelligence

Why use RackNap?

RackNap can help CSPs to:

- Automate customer sales life-cycle
- Customer Self-service panel for cross-sell/up-sell/support
- Report real-time detailed resource usage by customers
- Generate threshold alerts based on budgets/credit limits
- Bill customers on pay-per-use model and other flexible billing models
- Sales revenue forecast, Graphical BI Management Dashboards

Start - Get market ready to sell cloud services

- Sell all Microsoft cloud services - Office 365, Azure, etc.
- Bundle Microsoft services with your core offerings
- Use Pay-per-use and other flexible billing models

Generate leads and track using sales management tools

Deliver - Create great customer experience

- Offer services via Unified marketplace
- Provide a self-service panel for end-customers
- Track support and stay in constant touch with customer

Meet customer expectations with smart support management

Grow - Boost revenue and profit

- Up-sell and cross-sell services to existing customers
- Track sales and run marketing campaigns to generate leads
- Gain insights with business intelligence and analytics

Manage sales leads and marketing campaigns at a single place

With the introduction of RackNap, our partners were empowered with the right business tools to manage their business better. The billing automation and simplicity in customer management has improved the partner satisfaction which led to increase in average revenue per partner by 35%. – Chi Tran, Director, TechNova

