

Ubersmith is a global leader in billing, infrastructure and help desk software for the cloud and beyond. This document gives an overview of Ubersmith's key features.

Client Manager

Ubersmith's Client Manager offers complete billing and customer lifecycle control, including:

- Unified customer view
- Recurring invoice and payment automation
- Configurable and customizable product catalogs
- Automated suspensions and cancellations
- Integrations with industry-leading payment partners
- Quoting and electronic signature
- Multiple brand support

Advanced billing features

- Turn-key cloud billing
 - AWS, OnApp and CloudStack
- Virtualization billing
- Backup billing
- Bandwidth billing
 - Tiered rate billing
 - Port-based monitoring
 - Total or 95th percentile billing (inbound and outbound)
- Power circuit billing
 - Usage, hourly or seasonal
- Support time billing
 - Per ticket, per increment, post and by support level

Support Manager

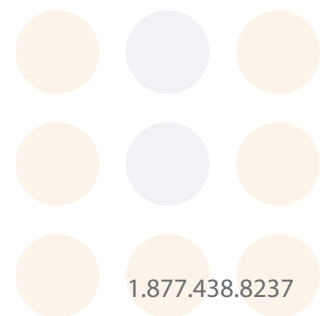
Ubersmith's Support Manager seamlessly integrates with our Client Manager and Device Manager to give your operations, support and account teams a single customer view. Our email ticketing system features:

- Automated ticket escalation and resolution
- Ticket timers, subscriptions and notifications
- Ticket association with client, service, or device
- Department and workflow management tools
- Configurable admin user permissions
- Detailed ticket event logs
- Support time metrics

Device Manager

Our Device Manager provides a facilities-based, top-down view of your resources, allowing for location-based inventory tracking, organization of your monitors and custom device data, and customer and service associations. Our Device Manager offers:

- Device-client association and device hierarchy
- Virtualization and cloud support
- Intelligent monitoring and alerts
- Server metrics, bandwidth and power graphing
- Facilities manager with rack view and connections manager
- IP Address Management including RWhois Server
- Remote rebooter



Special device module framework features

- VM creation and resource management through Virtuozzo and SolusVM
- VM Bandwidth monitoring through Virtuozzo and XenServer
- VM Remote reboot through Virtuozzo, SolusVM and XenServer
- Service status monitoring for MySQL, Lighted, Nginx, Memcached and Varnish

Our Order Manager offers customizable workflow tools for managing all steps of order queues.

Our Sales Manager provides sales leads and opportunity tracking, with automatic lead to client conversion.

Global Reports and Statistics give insight into all aspects of your business, including taxes, support staff statistics, network data, and sales pipelines.

Client Portal

Our Client Portal provides complete account management for your clients with:

- Full account history
- Online payment for invoices and service details
- Support ticket submission and response
- Device monitors and reports
- Multiple contacts per client account with customizable permissions
- Real-time bandwidth usage and overage charts
- Remote reboot controls

API and Integration

Ubersmith's framework is built for extensibility and integration so you can focus on building your business instead of reinventing the wheel. Our robust API allows your developers to leverage the power of Ubersmith throughout your business, and we support both in-house and third-party integrations.

- Fully-documented RESTful API
- Customizable, modular extensions for clients, orders, services and devices

