

Aedify EA system

✓: Can be implemented (06/24/2025)

1:Server Management:

Inventory:

- Server/VM Listing ✓
- Status Tracking ✓
- Resource Staging & Quality Assurance

Server Configuration:

- IP address management
- OS system deployment/installation

Rental Monitor:

- Server/VM to user mapping ✓

Security:

- Config Outbound/Inbound
 - Ports
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2:Customer Management:

User Account

- Customer profiles ✓
- Account status
- Rental history

Billing Information

- Payment Details Storage
- Billing preferences

Marketing

- Data Analytic
 - Email feedback/user feedback
 - Reach out
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3:Operation Management:

Customer Support & Ticketing

- Ticket submission
- Ticket assignment & Status

Notification & Alerts:

- Automated Alerts
- Customizable notifications

Definitions:

Server/VM Listing: List of all servers, including unique identifiers, specifications (CPU, RAM, storage, GPU, network interfaces), operating system, and physical location (rack, datacenter).

Status Tracking: Real-time status updates for each server (e.g., Available, Rented, Under Maintenance, Decommissioned, Faulty).

Staging & Quality Assurance: List for newly built or added servers undergo a mandatory staging phase for comprehensive testing against our quality and performance standards. They remain unavailable to customers until all tests are successfully passed, at which point they're released to the server/vm list.

IP address management: Track and modify IP addresses to rented servers

OS system deployment/installation: Config/modify OS installation/reinstallation on servers

Server/VM to user mapping: Clearly link which server is assigned to which user account, including rental start and end dates.

Resource Utilization Tracking: Monitor and display the current usage (CPU, RAM, storage, bandwidth) for active rented servers to identify potential over/under-utilization.

Customer Profiles: Create, view, and edit detailed customer information, including contact details, company information, and primary billing addresses.

Account Status: Manage the active status of customer accounts (e.g., Active, Inactive, Suspended, On Hold).

Rental History: Maintain and display a complete history of all servers/VMs rented by each customer, including past and current rentals, modifications, and terminations.

Payment Details Storage: Securely store customer payment method details (e.g., references to payment gateway tokens) and manage payment preferences.

Refund Management: Process and track refunds for terminated services or overpayments.