

Akamai (Linode) Automation on ZNetLive Marketplace

Purpose:

The objective is to streamline the delivery and billing processes for Akamai products through automation on the ZNetLive marketplace. This involves integrating Akamai Rest APIs with ZNetLive's backend platform.

Target Audience:

The automation of Akamai product processes will bring advantages to both customers and partners.

Approach:

ZNetLive's customers can conveniently navigate to the marketplace, where they can explore the Akamai product page and various plans. After selecting a suitable plan and providing necessary details, customers can add it to their cart. Upon successful processing of the order, Akamai account will be automatically delivered to the customer without requiring any intervention from ZNetLive agents.

This integration will be developed incorporating two billing models:

1. Post-Paid
2. Pre-Paid

1. Post Paid Billing Model Workflow

Customers will initiate the process by visiting the ZNetLive marketplace and enrolling in the Akamai Cloud on a pay-as-you-go basis. Once an order is placed, the ZNetLive Billing team meticulously reviews it, conducting essential checks such as credit checks, KYC completion before approving the order.

1.1 Akamai Account Creation:

Upon order approval, a Rest API request is triggered to Akamai to create an account. Upon successful creation, an automatic welcome email is sent to the customer, providing details to access their Akamai account. Access is granted once the Know Your Customer (KYC) process is completed.

Using their Akamai account, customers can seamlessly provision the required services or resources.

1.2 Usage/Consumption:

1.2.1 Unbilled Usage: System utilizes the Akamai API to load daily usage data, either once every midnight or in real-time.

1.2.2 Billed Usage: At the end of each month, usage data is frozen in the system, and billing is generated accordingly.

Both ZNetLive Admins and customers can view these usages, with Akamai charging ZNetLive at cost price. ZNetLive then charges end customers, applying margins and discounts as a selling price.

1.3 Invoicing:

Invoices for the previous month's usage/consumption are generated on a defined day, typically in the first week of the following month. For an example for November-23's usage, Invoice will be generated in December-23's month first week.

Customer invoice also will be generated with applicable margins and discounts in system.

ZNetLive Admins and customers can see the invoice consumption details in the Billed Usage section.

1.4 Threshold Alerts Notifications and Actions:

Customers receive email notifications based on defined credit limits, unbilled usage, and configured threshold alerts (e.g., at 70%, 80%, and 90% usage). Automatic actions, such as suspension and termination, are triggered at specified percentages (e.g., 95% for suspension and 100% for termination).

1.5 Suspension:

Administrators have the option to suspend an Akamai account due to non-payment or fraudulent activities.

1.6 Unsuspension:

Administrators can reactivate or unsuspend an account for reasons such as payment received, or credit limit adjusted.

1.7 Termination:

Administrators can terminate an Akamai account due to non-payment or fraudulent activities.

1.8 Reconciliation Report:

Administrators can utilize a reconciliation report to compare Akamai and ZNetLive accounts, identifying any mismatches in status, dates, etc. Discrepancies can be resolved.

1.9 Support to Customer:

Customers seeking support for Akamai cloud services can raise a support ticket through the customer control panel, specifying the service and issue. ZNetLive admin teams then address and resolve the raised ticket for the customer.

2. Pre-Paid Billing Model Workflow

ZNetLive offers a variety of pre-defined IaaS infra solution bundles for customers on pre-paid basis. Customers initiate the process by visiting the ZNetLive marketplace and select the appropriate solution and place the order. To complete the order customer either need to make payment using online payment mode or wire transfer. Based on the payment mode order will be process and solution will be delivered to customers.

2.1 Online payment:

Customers can opt for online payment and choose from various methods such as PayPal, Credit/Debit Card, Net banking, UPI, and wallet. Once the payment is successfully received, the order undergoes processing, and services are promptly delivered to customers in real-time.

2.2 Wire transfer:

For orders placed using the wire transfer option, ZNetLive provides clear instructions and bank details for the payment submission. Upon receipt of payment, the Billing team verifies it with the bank and customer order. If everything is in order, the Billing team processes the order, and services are delivered to customers immediately.

In both cases, customers must complete the KYC process before accessing the service, adhering to the set process for ZNetLive customers.

2.3 Akamai Account Creation:

Upon order execution, the system triggers a Rest API request to Akamai to create an account with predefined resources based on the offer defined by ZNetLive.

2.4 Invoicing:

Upon order execution, a new/fresh invoice is generated against the order.

2.5 Renewal:

Customers need to renew their subscription from the customer control panel based on the billing frequency, which includes options such as Monthly, Quarterly, Semi-Annually, Annually, Biannually, Triennially, Quadrennially, Quinquennial, and Decennial. After receiving the renewal payment, the system generates a renewal invoice for the customer.

2.6 Suspension:

System automatically suspends the account if the customer fails to renew on time. Administrators also have the ability to suspend an Akamai account in cases of non-payment or fraudulent activities.

2.7 Unsuspension:

If the customer makes the payment for renewal, the system automatically reactivates the account. Administrators can also unsuspend/reactivate an Akamai account.

2.8 Termination:

The system automatically terminates the account if the customer does not renew within a specified number of days after suspension. Administrators also have the authority to terminate an Akamai account due to non-payment or fraudulent activities.

2.9 Reconciliation Report, and Support to Customer:

These processes align with the post-paid billing flow as previously mentioned.

This development will be executed in the following phases:

Phase-1:

Automating the usage and billing processes for partners and customers operating under the post-paid billing model.

Phase-2:

The objective is to fully automate the post-paid billing model, as described above.

Phase-3:

This phase involves the comprehensive automation pre-paid billing model.

API Documentation: <https://www.linode.com/docs/api/account/>

Process flows for Account Creation & Provisioning and Billing

1. Account Sign-Up, Account Creation/ Provisioning:

- The customer will navigate to ZNetLive Marketplace (<https://www.znetlive.com/>).
- They will visit the Akamai Cloud Page, view products, and sign up for the PAYG.
- The order will be placed through ZNetLive Marketplace.
- During the order process, the customer will be informed that account creation takes approximately 3 to 5 business days, setting expectations accordingly.
- ZNetLive's Billing team will evaluate the order, and upon verification, approve it.
- An order confirmation email will be sent to the customer, indicating successful placement and progression, with details to be shared soon.
- ZNetLive's billing team will co-ordinate with Akamai/Linode teams to create the customer's account.

2. Threshold Notifications, and Billing Flow:

- Billing team configure the plan in RackNap including threshold notifications and limit.
- Based on the configure threshold notifications and limit customer will be informed via RackNap.
- Similar threshold notifications capability also provided by the Akamai/Linode:
 - In case of threshold limit reached, Akamai generates the invoice.

- Example:
 - If the threshold limit set to \$500 and customer consumed it within 10 days then, an invoice will be created for the same and customer will be notified.
 - This notification will be triggered to ZNetLive team.
 - After that also customer will be able to consume the resources continuously.
 - Again, in next 12 days again consumed \$500 then second invoice will be created for the same and customer will be notified.
 - Similarly, this process will till the month completion, and on month completion also an invoice will be generated from the remaining consumption.
 - So, from the Akamai, for a one account and one month multiple invoice will be created based on the credit limit get reached.
- RackNap will pull billing and usage details to generate invoice for customer at month end or start of next month with single invoice for one account. To be defined by ZNetLive team in RackNap.
- Payment Threshold Flow:
 - If the threshold is reached before the next billing cycle, the customer will be notified to pay the outstanding amount.
 - Non-payment will lead to suspension notice, followed by termination.

Questions on that Akamai team to clarify:

1. How will the Akamai team create an order for the customer? Will ZNet contact them via email?
What is the process flow for this?
2. How will the support module operate?
3. What is the procedure for sending invoices to customers? Will there be multiple invoices or a cumulative invoice at the end of the month?

Workflow Diagram: (In next Page)

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ZL: ZNetLive
RN: RackNap

