

# The Customer Portal

SoftLayer Technologies®

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## ■ What It Is

The SoftLayer® Customer Portal is our industry-leading online tool that gives customers with remote access control of their SoftLayer systems and services. Through the Portal, all customers—from small businesses to large enterprises—can initiate and manage administrative, support, security, hardware, Public Network, Private Network, sales resources, and access valuable technical tutorials and information. Customers can even integrate Customer Portal features into their own portal or server control panel using our API.

## ■ Key Advantages

**Total User Control** The Customer Portal provides direct access to the SoftLayer infrastructure, providing total system and connectivity access and control that complement direct server management tools.

**Higher Efficiency for IT Operations** The Customer Portal reduces the need for human intervention inside the data center, helping simplify and accelerate system management, and reduce total cost of operations.

**Secure, Flexible Access** The Customer Portal leverages SoftLayer's industry-leading Network-Within-a-Network topology. It provides complete and secure access via SSL Web-based administration over the Internet using common Web browsers, such as Internet Explorer.

**Convenient Technical Resources** The Customer Portal puts technical resources at customers' fingertips, with extensive Adobe® Flash® tutorials for software packages, including Parallels® Plesk Panel, cPanel®, Helm, and IPMI View.

## ■ Portal Features

The SoftLayer Customer Portal provides remote access and control for all of SoftLayer's services and automated solutions.

### Public Network Features

- DNS Management
- IP Management
- CDN
- Public Port Control
- Load Balancer Management
- Security Management
- Public Bandwidth Graphs

### Administrative Features

- Purchase Servers
- Purchase Services
- Accounting Information
- Invoice Records (Current, Past, Future)
- Contact Information
- User Administration

### Hardware Features

- Hardware Control
- Bandwidth Information
- IP Allocations
- Hardware Configuration
- Monitoring Configuration

### Security Features

- Firewall Management
- Security Scanner

### Support Features

- Tutorials
- Ticketing System
- DNS Resolver Information
- VPN Access Information
- Secure Private VLAN
- IPMI Management & Stats
- VPN Management
- FTP Management
- Network Storage Management
- Backup Management
- LockBox Management
- Administration Tickets
- RescueLayer®
- OS Reloads
- Hardware Reboot
- Red Hat® Update Information
- Windows® Update Information
- Private Bandwidth Graphs
- Private Port Control
- Recovery Kernel
- Load Balancer Management

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## ■ Mobile Portal

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SoftLayer understands the value of total control, and has created a mobile version of its Customer Portal to allow system and service management via Internet-enabled phones and mobile devices. The Mobile Portal provides secure access to and control over many of our Customer Portal's management capabilities, including:

- Bandwidth Usage
- Monitoring
- IPMI Sensor Data
- Remote Server Administration
- Support Ticket Creation and Management
- Remote Reboot
- RescueLayer



## ■ Contact SoftLayer

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For more information on SoftLayer and any of our products, contact one of our technically trained sales staff by phone, email, or live chat via our site.

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