Onboarding Effectively - Questions Needed To Help Us Help You

Whether you're starting a Minecraft Commmunity, Network or launching a Hosting Company, the more we know upfront, the faster and better we can help. Here’s what we need to know from you to begin!

General

Your Skill Level:

- Are you technical or more on the creative/managerial side?
- Comfortable with Linux and networking, or need us to manage it all?

Your Team:

- Are you working solo or do you have owners/managers/devs/mods/helpers already?

Budget & Timeline:

- What’s your monthly budget or upfront investment range?
- Is this a hobby project or a long-term business plan?
- Are you trying to launch by a certain date?

Your Expectations:

- What kind of help are you looking for from us?
- Do you want advice, full setup, ongoing management?

Minecraft Community/Network

Core Info:

- What's the goal of your network? *(Minigames? SMP? Modded? Economy?)*
- Are you aiming for a casual community server or a professional network?
- How many servers do you want to run? *(e.g. lobby, survival, skyblock)*
- Do you already have a player base, or are you starting fresh?

Technical Info:

- Do you have a dedicated machine currently or are you renting Minecraft servers from a hosting provider like PebbleHost or Shockbyte?
  IF the answer is no to a dedicated system, **are you** looking for one at the moment?
- Any infrastrcture already in place? (e.g. Proxmox node w/ VMs for Pterodactyl, SQL, Docker, etc.)
- Planning BungeeCord / Velocity? (If so, give full setup layout. Proxy, Hub, Survival, Dev)

Branding / Design / The Team:

- Do you already have a name, logo, domain?
- Do you already have staff or are you recruiting?

> Do not follow this next section if you are **NOT** becoming a hosting company. This is where you send over what information you've compiled!

Hosting Company

Infrastructure Info:

- What do you have right now? Any dedicated systems? Any infrastrcture already in place? *(e.g. Proxmox node w/ VMs for Pterodactyl, SQL, Docker, etc.)*
  Do not ignore this step if you already have systems. Make a diagram of *what* is *where*.
- Locations and specs of machines *(CPU, RAM, storage, network uplink?)*
- Is this going to be rented or owned hardware, or a mix?

- How are you planning to scale? *(e.g. Buying more dedicated systems at the beginning or later)*

Services You're Offering:

- Shared Game Hosting? *(Pterodactyl panel servers - Minecraft/Rust, etc.)*
- VPS Hosting? *(Done on top of the dedicated systems ordered/separately.)*
- Dedicated Servers? *(Owned hardware or renting out using a platform?)*
- Website Hosting? *(Domains, Storage, Websites)*

Software & Stack:

- **Panels:** Pterodactylm Multicraft, VirtFusion, Proxmox, ESXi, TenantOS, Synergy CP?
- **Billing System:** WHMCS, Blesta, WemX?

Networking & Security:

- **Shared Services:** Multiple Shared/Dedicated IP's?
- **DDoS Protection:** Arbor, TCPShield, NeoProtect, Infinity Filter, Cosmic Guard?

Support & Automation:

- Are you doing support through Discord or another platform? Live Chat? WHMCS Support Tickets?

Brand & Legal:

- Company name, branding, domains bought?
- Terms of Service, Privacy Policy, GDPR compliance completed?

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