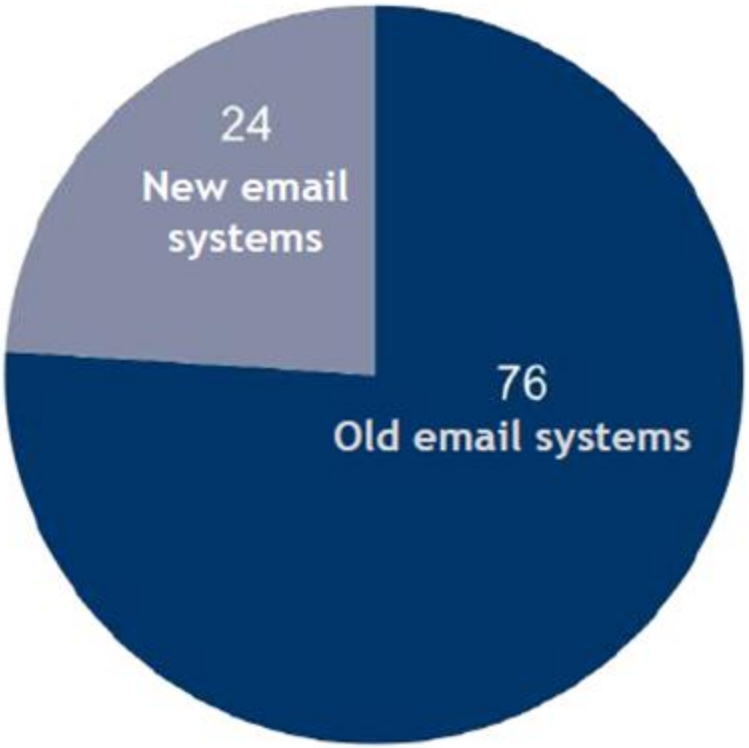
Zimbra Overview

© 2010 VMware Inc. All rights reserved

The Email market situation



24% New email systems
Exchange 2010, Lotus Notes, Groupwise

76% Old Email systems

Email only mail systems for SMB
E.g Exchange 5.5, 2003, SendMail, Horde, Exim, Qmail, etc...

Challenge of older email systems

- Cannot easily support multiple user platforms
- Current products are desktop centric and have limited features
- Online experience is not the same as the offline experience and cannot easily integrate with other applications

Rapid Commercial Growth and Momentum

The Leader in Next-Generation Messaging and Collaboration

- Cross-platform enterprise-class functionality at Service Provider scale
  - Feature richness, scalability, reliability and fault tolerance
- Most innovative, advanced web application available today

Innovate, Open and Simplify with the best TCO

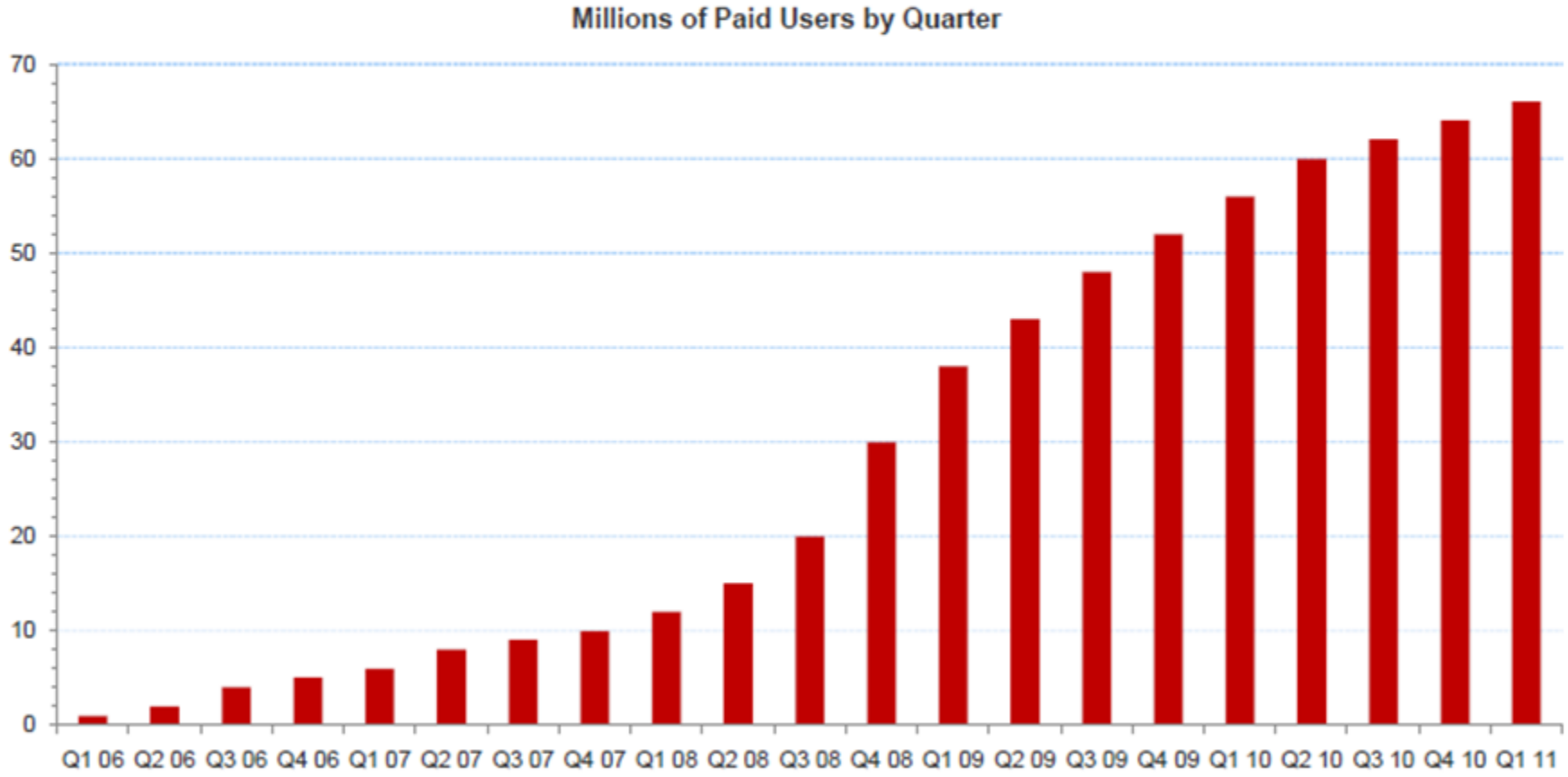
- **Innovative** online/offline user experience
- **Open** technologies that are interoperable with existing investments
- **Simplified** administration with the most deployment flexibility
  - We give customers **choice**: on-premise, hosted or combination.
  - SaaS ready - multi-tenancy, delegated administration, shared storage
- "Enterprise Functionality" and "Service Provider Scale"
- 35-50% **less TCO** than other solutions

Innovate | **Open** | **Simplify**

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Rapid Commercial Growth and Momentum

- Fastest growth trajectory: 6 years to 66 million users
- Currently #3 provider behind only Microsoft and IBM



Cyber Futuristics
THINKING FUTURE MOVING AHEAD

The Zimbra Advantage: Bringing SaaS to the Private and Public Cloud

Productivity — Enhances user **productivity** by streamlining the interaction between people, applications & data

Openness — Provides an **open** and extensible collaboration platform that promotes universal access to applications & data

Manageability — Simplifies platform **management**, reduces administration costs and embraces portability across Private & Provider Clouds

Customer Momentum
- Over 190,000 Organizations
- 66M Commercial Mailboxes
- 110 Countries

Open Source Community
- 1M+ Server Downloads
- 3M+ Client Downloads
- 39K+ community members

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Product Overview

© 2010 VMware Inc. All rights reserved

Product Overview

Mail | Address Book | Calendar | Tasks | Briefcase | Preferences | Social

Zimbra Web Client

Zimbra Desktop

SOAP

Zimbra Server

Mail Backup

HSM

High Availability

Anti Spam

Anti Virus

Module: Archiving and Discovery

ndroid Windows

nc, Mobile Browser

ckBerry

ES, Mobile Browser

MS Outlook

MAPI

Apple Desktop

Standards Clients

POP, IMAP, CardDAV, CalDAV

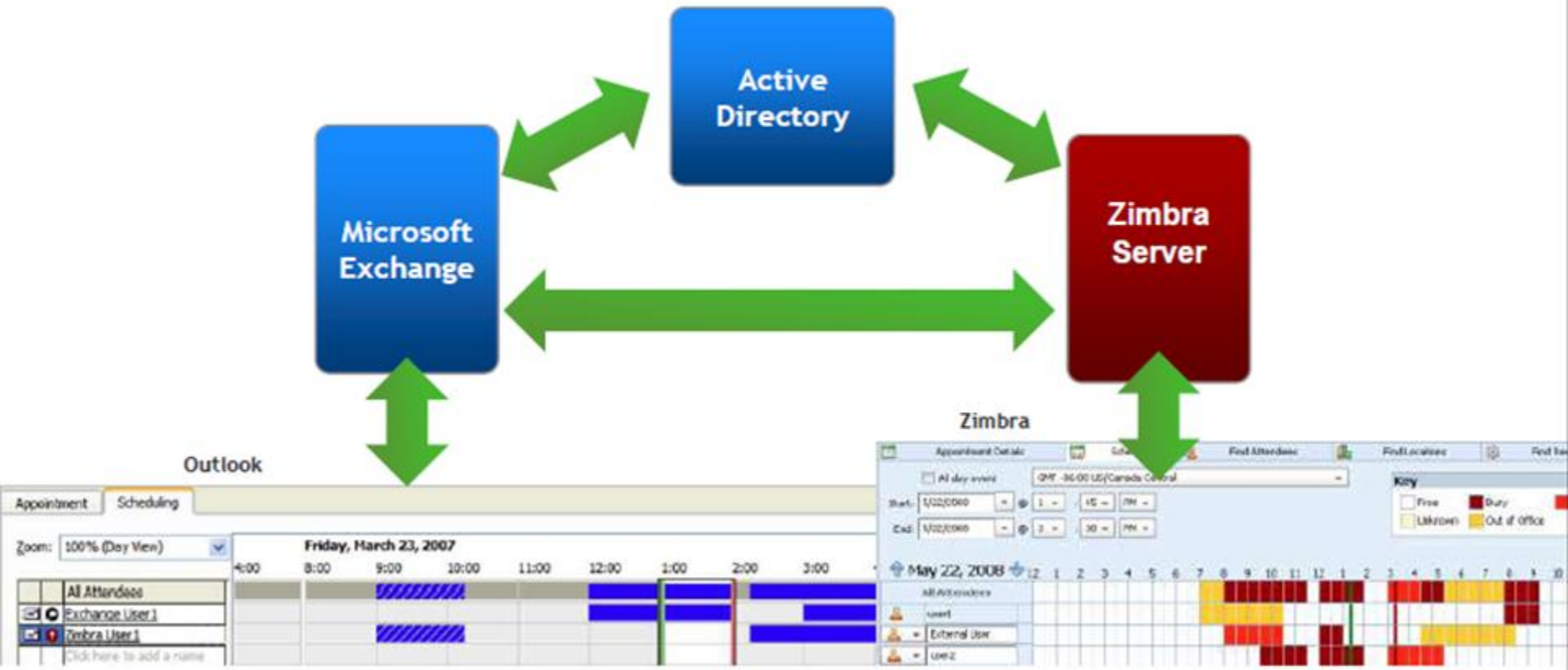
Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Zimbra - Exchange Interoperability

Zimbra and Exchange users can share free-busy information

Works within the native UI of each product

Unified GAL (auto complete on compose, etc.)



Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Zimbra Technology Choices

Perpetual licenses
Subscription licenses

Perpetual licenses

Free

Flexibility

- Multi-tenant and dedicated deployment options
- Massive scalability with the lowest TCO
- **Easily create tiers of user services**
- Custom integration using Zimlets

Simplicity

- Dedicated, single tenant
- **Ideal for organizations up to 1000 employees**
- **Embedded OS for simplified administration**
- 5 min to deploy (private or public cloud)

Anywhere/Anytime Access

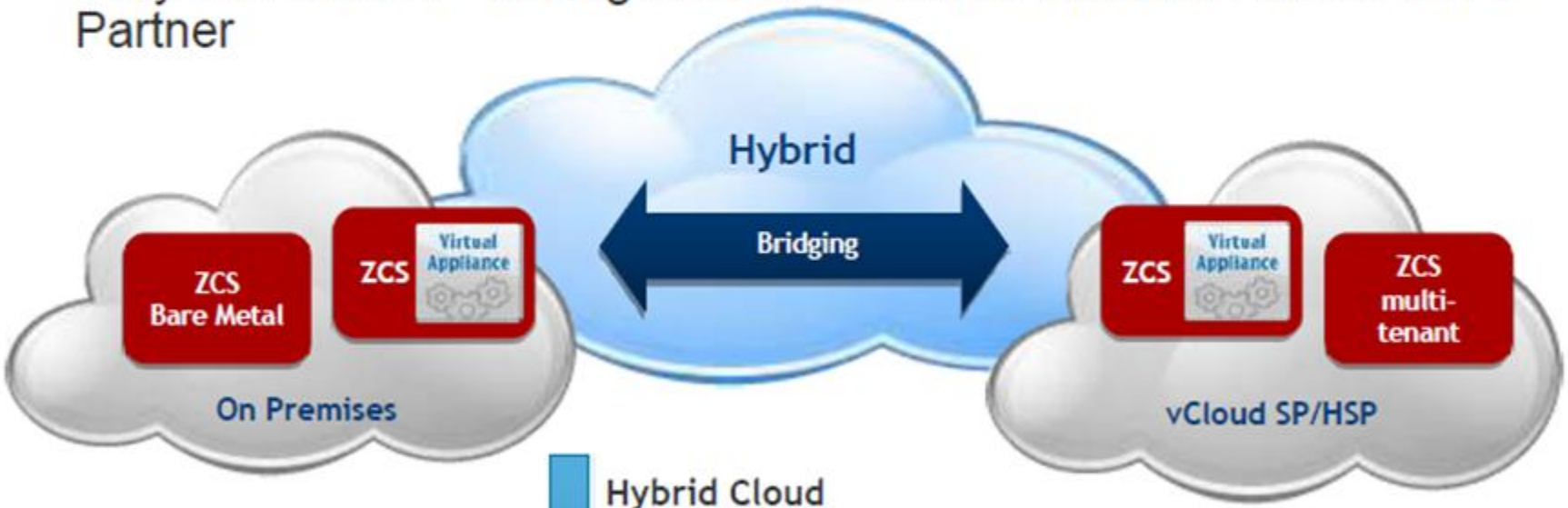
- Free
- Best end user experience for offline access to Zimbra email, calendar, address book & briefcase

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Increase Zimbra Deployment Options

Freedom to enable your business...

- On premise appliance - reduce complexity and cost in your datacenter
- Off premise appliance - dedicated ZCS instance with portability from a vCloud SP
- Fully Outsourced - managed services with a VMWare Zimbra VSPP Partner



Private Cloud
Operated solely for an organization, typically within the firewall

Hybrid Cloud
Composition of 2 or more interoperable clouds, enabling data and application portability

Public Cloud
Accessible over the Internet for general consumption

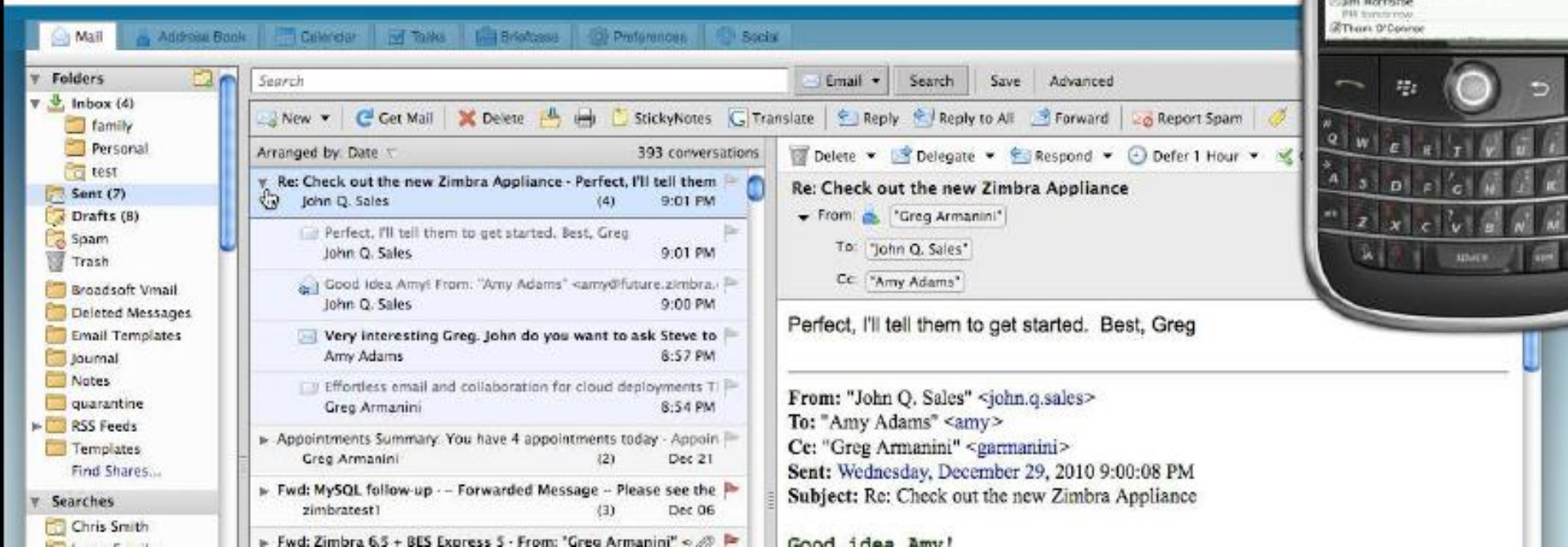
Cyber Futuristics
THINKING FUTURE, MOVING AHEAD

Zimbra Email

Web application surpasses traditional email client capabilities

- Conversations and Tagging
- Fast, search-based inbox
- More efficient management of larger inboxes, quotas
- Cross-platform
- Offline access with Zimbra Desktop

Mobile and Desktop sync



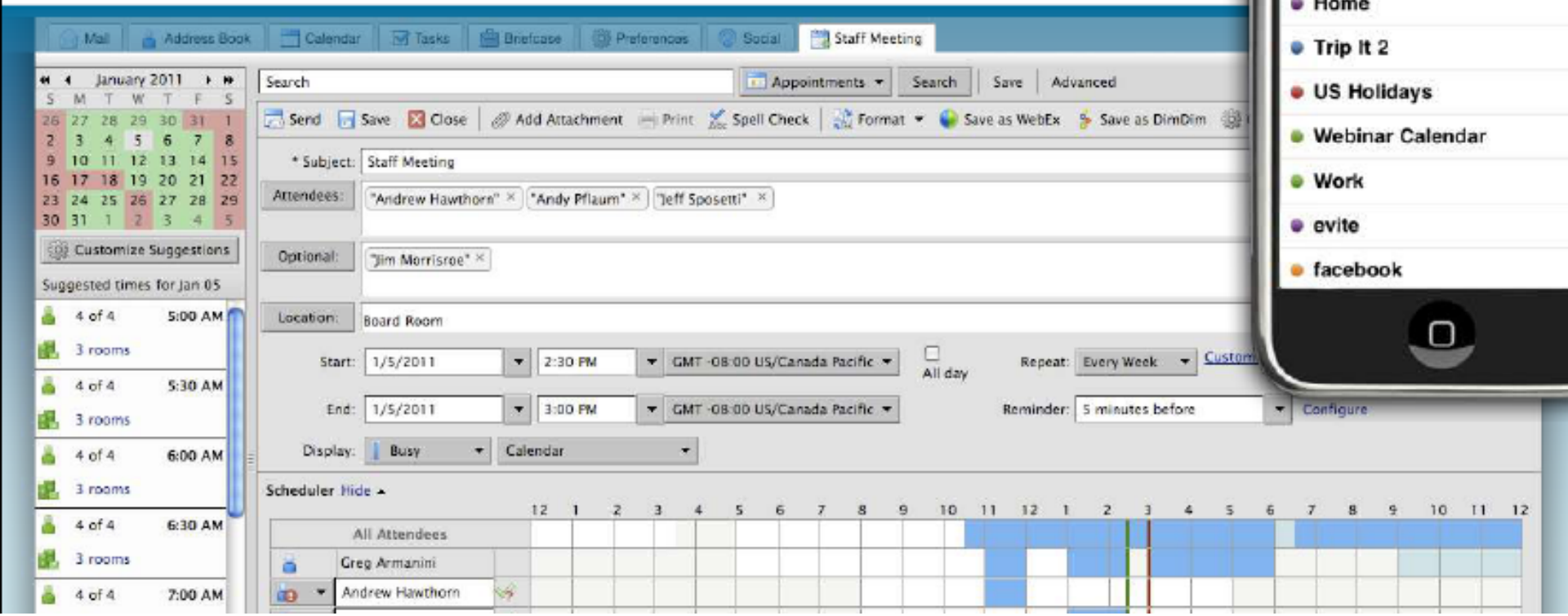
Zimbra Enterprise Calendaring

Advanced web-based calendar

- Manage multiple schedules
- Peer free-busy lookup, resources and rooms
- Easy sharing and full schedule delegation

MS Outlook and Exchange interoperability

Mobile and Desktop sync



Zimbra Briefcase, Collaboration and Sharing

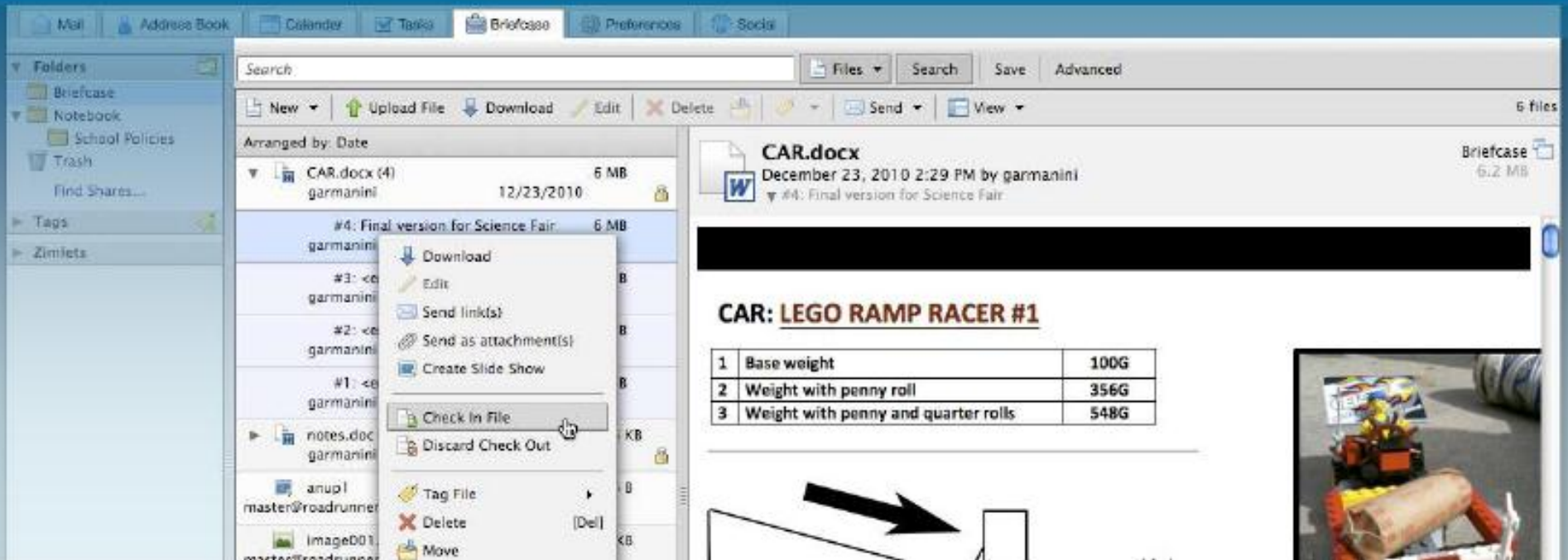
Cyber Futuristics

Integrated file management and location-independent storage

- Easily share files and jointly manage with peers
- Check in/out all file types with version control

More efficient, intuitive day-to-day collaboration

- Share and delegate access to Inboxes, Contacts, Schedules, Folders
- Publish publicly or to internal groups
- Email workflow integration



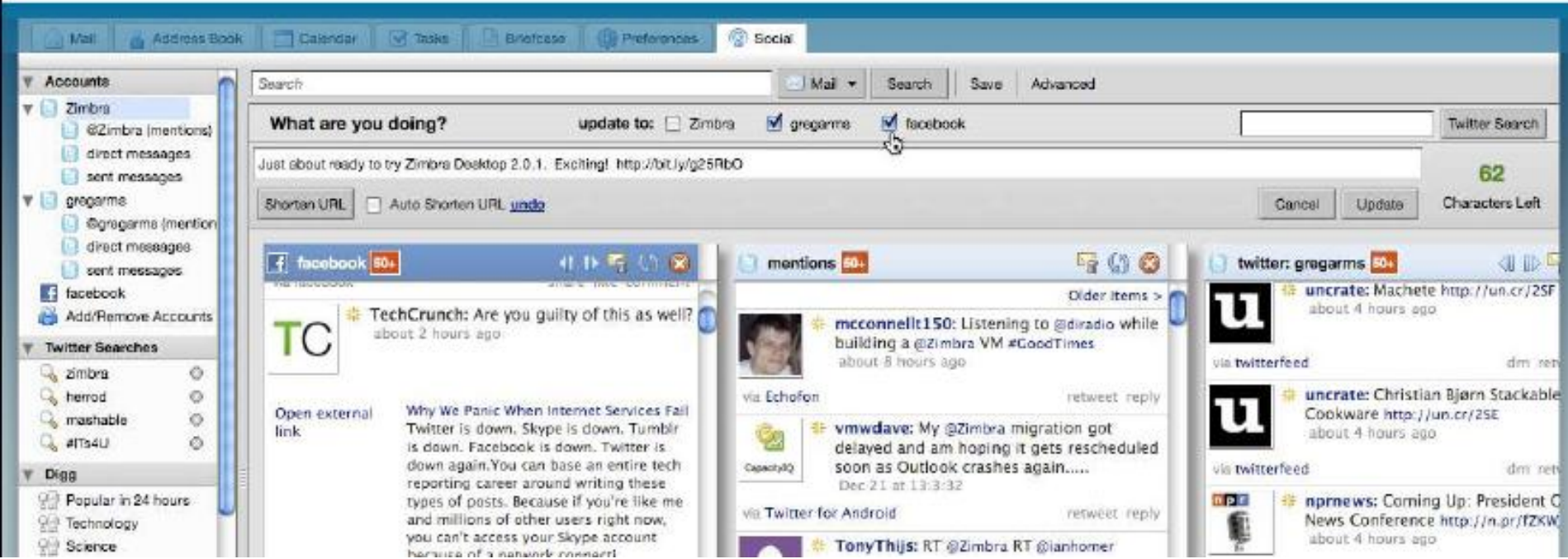
Extensible Framework and Workflows

Cyber Futuristics

Zimlets enable 3rd party web services and new applications to be integrated directly in Zimbra

Customers and partners may develop their own or use existing from the open source community

salesforce.com Success. Not Software. · dimdim · twitter · Google translate · skype · facebook · webex · BROADSOFT · flickr · digium The Asterisk Company · SUNGARD · ProcessMaker Workflow Simplified



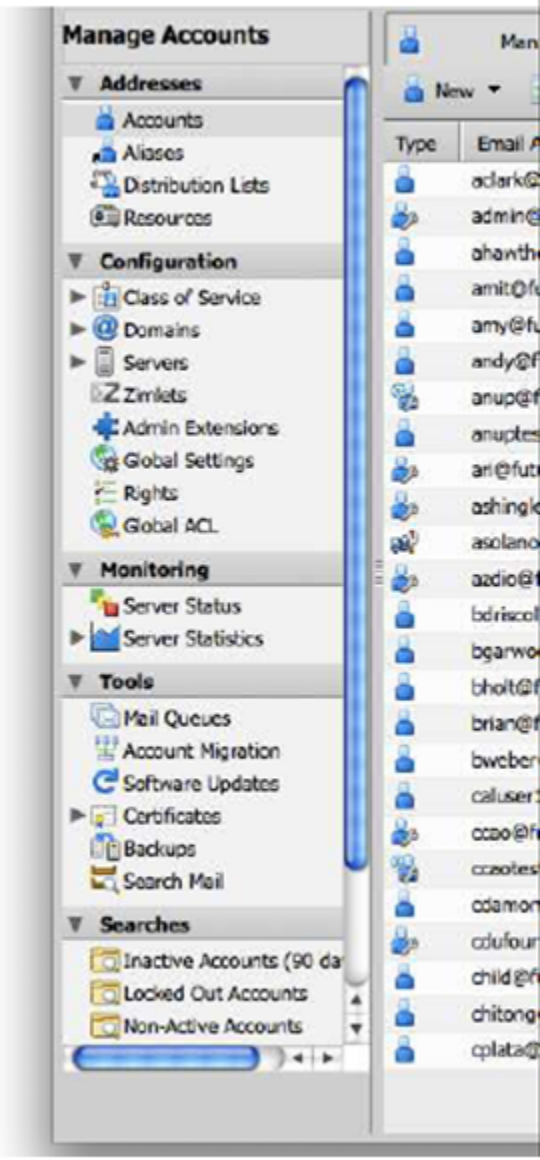
Simple, Powerful Administration of IT as a Service

Proven open technologies, web-scalable architecture streamlines administration

- On-demand user provisioning and policy management
- Delegated role-based administration
- Class-of-service and multi-tenancy
- Quota and storage policy management
- Automated service monitoring, failover and data backup

Critical infrastructure integration

- LDAP, Active Directory
- Archiving and Discovery
- Anti-spam/virus



On average, 33% less time is spent administering Zimbra than MS Exchange*

* Source: University of Pennsylvania case study Nov 09

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Competition Highlights

Cyber Futuristics
THINKING FUTURE
MOVING AHEAD

© 2010 VMware Inc. All rights reserved

Zimbra vs Exchange 2010

Highlights of Exchange 2010 vs. 2007

Exchange 2007 as well as made some incremental improvements in supporting non-Windows platforms. However, these improvements in Exchange 2010 still fall short of Zimbra's solution.

Area	Key Enhancements of Exchange 2010	Zimbra's Position
End-user Multi-platform Support	☐ Exchange 2010 now helps users access their communication from virtually any platform.	☐ OWA premium still does not work with Safari/ Windows or Chrome/Mac & there is no feature parity for Outlook/Mac. Zimbra has a rich web & offline client across multiple platforms
Scalability	☐ Improvements in Exchange Store reduces I/O footprint so cheaper storage can be used. Each mailbox server can now support many more users	☐ MSFT removed single-instance storage (SIS), increasing the size of the database, and does not have tiered storage. Zimbra has SIS & hierarchical storage management (HSM) to optimize storage costs & has different deployment options for maximum flexibility
High Availability (HA) and Disaster Recovery (DR)	☐ Exchange 2010 simplified administration of HA by replacing multiple HA solutions in Exchange 2007 with one solution - Data Availability Groups (DAGs)	☐ DAG ONLY provides HA for mailbox databases, so DAG needs to be augmented with other redundancy & HA technologies for Exchange to have complete HA & redundancy. Zimbra with VMware's SRM is proven to be a complete and scalable HA/DR solution
Security	☐ Introduced new Role base access control (RBAC) security model	☐ Using RBAC is a huge shift for Exchange whereas Zimbra has been using RBAC in many large scale implementations

Exchange 2010 vs. ZCS 7.0

Zimbra Collaboration Suite (ZCS) beats Exchange 2010 in many ways and the 3 main areas of differentiation are - a significantly lower TCO, same experience on many different user environments and an easily extensible and open platform.

Key Advantages of Zimbra	Exchange 2010	ZCS 7.0
TCO	☐ Expensive license, maintenance & support and requires more administrative time than Zimbra	✓✓☐ Cost effectively scale users and save 50% in TCO (with multiple deployment options on-premise, hosted or as an appliance)
Multi-platform Support	☐ Any non-Microsoft platform is considered a second-class citizen and continues to lag in feature parity and support	✓✓☐ Rich web-client and offline experience across multiple platforms
Integration & Customization	☐ Microsoft promotes a closed and proprietary platform	✓✓☐ Zimbra is an open & extensible platform

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Detailed Comparison of Exchange 2010 and Zimbra

Zimbra and Microsoft at a Glance

	Microsoft Exchange	Zimbra A division of vmware
Email	✓	✓
Calendar	✓	✓
Address Book & Contacts	✓	✓
Tasks	✓	✓
Documents & File Share	Need to purchase SharePoint	✓
Web Client	✓	✓
Desktop/Offline Client	✓	✓
Mobile Access	✓	✓
Re-branding	✓	✓
Third-party Integration	✓	✓

Scalability, Reliability, High Availability

Key Areas	Exchange 2010	ZCS 7.0
Platform Architecture	☐ Core architecture Extensible Storage Engine (ESE) is over 20 years old and is not modular e.g. .edb file contains both metadata and message data so cannot tune and optimize separately ☐ Database availability group (DAG) uses some components of Windows Failover Clustering but this new architecture needs to be proven in large scale deployments	☐ Modular architecture that offers next-generation features and proven web scalability ☐ Message metadata is separate from the message data so the individual data stores can be tuned and optimized individually
Platform Reliability & Robustness	☐ MSFT continues to debate migrating from ESE to SQL Server ☐ Robustness of architectural changes needs to be proven. Exchange historically had on average 4 hours of downtime per month [1]	☐ ZCS leverages more robust underlying operating environment (Linux based) & proven open source software components ☐ Uptime is measured in YEARS not weeks "Happy Zimbra admin for almost 3 years now - 767 days uptime on my server!" [2]
Platform Scalability	☐ Exchange still does not have tiered storage so it is more costly to scale user storage on Exchange than on Zimbra	☐ ZCS has tiered storage & can cost effectively scale to millions of users with 10+ GB size mailboxes
High Availability (HA)	☐ DAG ONLY provides high availability for Exchange Mailbox not for the entire Exchange infrastructure ☐ DAG is new so there is a learning curve & it can only be applied to Exchange	☐ ZCS with SRM is proven to be a complete, scalable and effective high availability (HA) & disaster recovery (DR) solution ☐ Most companies will also want to leverage existing and app agnostic HA/DR solution

1 Radicati 2 Nustats

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Integration and Customization

Key Areas	Exchange 2010	ZCS 7.0
Platform Extensibility	❑ Microsoft recommends using Exchange's proprietary shell commands ❑ SOAP API has limited server access ❑ Outlook add-ins are difficult to support and develop and OWA cannot be extended	❑ Rich SOAP API for server access ❑ Web services framework for client access and Web Mash-ups framework (Zimlets) to integrate 3rd party enterprise apps
Platform openness	❑ Microsoft proprietary platform - cannot change or extend the platform & APIs	❑ Open source code including sample Zimlets
Support of Open Standard Protocols	❑ Limited SOAP support ❑ DOES NOT support open standards such as REST, CalDAV, CardDAV and ICS feeds	❑ Supports open standard protocols such as SOAP, REST, CalDAV, CardDAV, ICS feeds etc
Rebranding	❑ OWA 2010 has only a SINGLE theme (unlike OWA 2007 which lets administrators define themes) so users cannot switch between themes and if the default theme is changed, the changes will be overwritten with an Exchange rollup or service pack	❑ Complete rebranding of web-clients

Platform Support & Client Access

Key Areas	Exchange 2010	ZCS 7.0
Web-client end user access	▢ Limited OWA premium access; OWA Light for Safari on Windows and Chrome on Mac Note: OWA Premium is new for Safari on Mac and Firefox on Mac or Linux	▢ Rich Ajax and HTML web-client access is supported on multiple browsers and platforms; IE, Safari, Firefox, Chrome with Windows, Mac or Linux desktops ▢ Ajax web-client has complete feature parity with Zimbra desktop client
Mac Desktop	▢ NO Outlook client for Mac (targeted for end of 2010) and it will not have feature parity ▢ Entourage does not have feature parity & difficult to backup	▢ Zimbra Desktop client is supported on Mac OS and has complete feature parity with Ajax web client
Linux Desktop & Server	▢ NO Outlook client for Linux ▢ Exchange Server is not available for Linux	▢ Zimbra Desktop client is supported on Linux and has complete feature parity with the Ajax web client ▢ ZCS is supported on Linux Servers

"Sadly there is a pretty big weak link in Office 2011 [for Mac]: Outloo
It seems that Microsoft simply sacrificed brains for beauty." 3

3 Boy Genius Report

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Messaging and Collaboration

Key Areas	Exchange 2010	ZCS 7.0
Web Documents and Files	☐ Removed 'Remote Document Access' that allows OWA access to internal shares without being on the LAN or VPN (that was introduced in Exchange 2007)	☐ Briefcase in ZCS, allows users of both the web and desktop client to upload and share files in the mail store, including versioning and check-in and check-out, and to access the files from anywhere
Unified Messaging	☐ TUI access to mailbox using TTS (via Cisco) for Outlook but not for OWA	☐ Single inbox, Voicemail, VoIP, Twitter and Facebook access (through Mash-ups) for offline and web client
Indexing & Search	☐ Index & facilitate search of message subject, body and limited attachment types e.g. does not index and search PDF attachments	☐ Index & search of message subject, body and over 200 different attachment types including MS office attachments ☐ Syntactic & visual search options
Sharing & Collaboration	☐ Share mail, calendar and address book folders with internal users or external users if they are on Exchange 2010, or Exchange 2007 with additional configuration, AND if defined in the Microsoft Federation Gateway	☐ Share mail, calendar and address book folders with internal users AND ☐ Share folders with external users (does not have to be a Zimbra user) or make them public

Administration, Security & TCO

Key Areas	Exchange 2010	ZCS 7.0
Administration	☐ SOAP API has limited server access ☐ Admin GUI is limited and Microsoft recommends using Exchange's proprietary shell commands for custom workflows and RBAC administration	☐ Administration through the web - anywhere/ anytime, or with SOAP API or command line ☐ Zimbra Appliance (virtual appliance) option for an email and collaboration solution in less than 10 minutes
Security	☐ Exchange has moved to a Role-based access control (RBAC) security model & **it still needs to be proven - for example RC1 had a big security hole where an admin could control the AD forest**	☐ ZCS already has a stable and proven security **layer using RBAC that is used in many large scale deployments**
Integrated anti-abuse	☐ Exchange offers EHF and in-house anti-spam/virus solutions at additional costs	☐ ZCS is integrated with proven Spam Assassin & Clam AV solutions and can also be easily extended to leverage third party solutions
Total Cost of Ownership (TCO)	☐ Expensive license and support costs ☐ Outlook and OWA are additional costs ☐ More expensive to scale user storage ☐ Only 15-20% reduction of IT admin time over Exchange 2007 [4]	☐ Less expensive licensing costs ☐ Zimbra Desktop is free ☐ Save on storage hardware with hierarchical storage management (HSM) ☐ Zimbra has been shown to have 33% less admin with 4X more users ☐ Save 50% in TCO (with multiple deployment options: bare-metal, multi-tenant or appliance in public or private cloud)

[4] Microsoft

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Zimbra vs Google

Scoring Your Applications

		Score	Notes
End User	Location/Device independent access		
	Open applications		
	Application Functionality		
Administration	Management & Operations		
	Security & Assurance		
	Lifecycle management		
Cost / Flexibility / Reliability	Deployment Flexibility		
	Service/ Support		
	Total Cost of Ownership		

End User

		Score	Notes
End User	Location/Device independent access		
	Open applications		
	Application Functionality		
Administration	Management & Operations		
	Security & Assurance		
	Lifecycle management		
Cost / Flexibility / Reliability	Deployment Flexibility		
	Service/ Support		
	Total Cost of Ownership		

End User - Google

		Google Apps
End User	Location/Device independent access	❑ Only offers web client, no true offline client - for Offline, many users use third-party clients such as Outlook, IMAP/POP clients ❑ Google Outlook Limitations - Cannot sync multiple calendars, no out of office rules, no sync of filter rules, tasks, notes, journals, follow up flags or rich contacts formatting and requires sync tool ❑ Limited functionality using third-party IMAP/POP clients ❑ Mobile access includes smartphones: iPhone (Beta), Windows or Android based mobile devices and native access to the Blackberry Enterprise Server
	Open applications	❑ Proprietary solution that supports open standards ❑ Limited rebranding ❑ Google Apps Marketplace, Google Labs not supported
	Application Functionality	❑ Breadth of functionality but basic features - *Burton report says* "*Google is useful in a limited set of circumstances" PCWorld*

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

End User - Zimbra

		VMware Zimbra
End User	Location/Device independent access	▢ Online and Offline Client with same user experience and same client experience across browsers and desktops (Mac, Windows, Linux Desktop). Zimlets can be used in web or desktop client ▢ Support for standard Outlook features e.g. delegation, sharing, free/busy, Directory access, tasks etc. ▢ Also support third party IMAP/POP clients ▢ Mobile access includes smartphones: iPhone, Windows or Android based mobile devices and native access to the Blackberry Enterprise Server
	Open applications	▢ Open source code including API with sample Zimlets ▢ Supports open standard protocols such as SOAP, REST, CalDAV, CardDAV, ICS feeds and Oauth ▢ Gallery of Zimlets - users can download and upload, read or provide feedback on free Zimlets at http://gallery.zimbra.com ▢ Can be easily completely rebranded
	Application Functionality	▢ Rich functionality in web and desktop client e.g. Zimbra Desktop *"Slick, powerful, and much more extensible than MS Outlook ever dreamed of being." - Matt Asay, CNET*

Cyber Futuristics
THINKING FUTURE, MOVING AHEAD

Google Application Functionality

Examples	Google Apps	
Email	☐ No folders only tags ☐ Cannot sort emails ☐ Cannot attach emails ☐ Cannot drag and drop attachments	☐ No delay 'send later' email delivery ☐ Only stars, cannot send priority ☐ Delivery receipts not supported
Calendar	☐ Not intuitive *"best features lurk beneath the surface" PCWorld*	☐ No Tentative status ☐ No rich formatting in calendar events
Address Book & Contacts	☐ Cannot share contacts	☐ One signature per email address
Tasks	☐ Very basic - no reminders, cannot share task lists ☐ Does not sync with Outlook Client	
Documents & File Share	☐ Limited functionality, *Dave Girouard, President Google Enterprise "We wouldn't ask people to get rid of Microsoft Office and use Google Docs because it is not mature yet"*	
Search	☐ Search across email, documents and sites enabled only with Google Labs	
Web Client	☐ Yes but drag and drop is limited	
Desktop/Offline Client	☐ Only Google Offline for email but no true Google Offline Client (Tasks, Calendar, Contacts, Documents etc.)	
Storage Limits	☐ Gmail 25GB, Google Docs 1GB/user, Google Sites is 10GB + 500MB/user for shared	
Third-party Integration and Re-Branding	☐ Limited Re-Branding ☐ Limited integration, issues with SalesForce App	
Archiving & Discovery	☐ Available through Postini (acquired by Google) starting at $25/user security included	
Security	☐ Available through Postini at additional cost of $12/user	

Zimbra Functionality

Examples	VMware Zimbra	
Email	☐ Folders and tags ☐ Sort emails (date, name ...) ☐ Sort emails in conversation mode by date ☐ Drag and drop attachments (emails, files ...)	☐ Delay or 'send later' email delivery ☐ Supports priority and flags ☐ Delivery receipts
Calendar	☐ Calendar Wizard ☐ Tentative and Optional status	☐ Rich formatting in calendar events ☐ See calendar within email invites
Address Book & Contacts	☐ Share contacts	☐ Multiple signatures per email address
Tasks	☐ Group tasks, reminders, share task lists ☐ Syncs with Outlook Client	
Documents & File Share	☐ Upload any document type ☐ Check-in/Checkout and versioning with notes	
Search	☐ Index & search of message subject, body and over 200 different attachment types	
Web Client	☐ Yes rich Ajax and html client with same UI as the desktop/offline client	
Desktop/Offline Client	☐ Desktop/Offline client supports calendar, tasks, contacts, documents, Zimlets etc.	
Storage Limits	☐ On Premise - Specified by Administrator	☐ Hosted by a Service Provider - Varies
Third-party Integration & Re-Branding	☐ Full Re-Branding of web and desktop client	☐ Gallery of Zimlets with ratings ☐ API with sample Zimlets
Archiving & Discovery	☐ Integrated Zimbra Archiving and Discovery (additional cost) or use own solution	
Security	☐ Integrated antivirus and anti-spam security or use own solution	

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

End User

		Google Apps	VMware Zimbra
End User	Location/Device independent access	◑	●
	Open applications	◑	●
	Application Functionality	◑	●
Administration	Management & Operations		
	Security & Assurance		
	Lifecycle management		
Cost / Flexibility / Reliability	Deployment Flexibility		
	Service/ Support		
	Total Cost of Ownership		

○ = None ◑ = Medium ● = High

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Administration

		Score	Notes
End User	Location/Device independent access		
	Open applications		
	Application Functionality		
Administration	**Management & Operations**		
	Security & Assurance		
	Lifecycle management		
Cost / Flexibility / Reliability	Deployment Flexibility		
	Service/ Support		
	Total Cost of Ownership		

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Administration - Google

		Google Apps
Administration	**Management & Operations**	❑ Many limitations for multiple domains e.g. ❑ Cannot set different policies or configuration settings for different domains ❑ Delegated administration & domain aliases not supported ❑ Cannot enable/disable functionality by group or users
	Security & Assurance	❑ Legal Risks e.g. Google gets a subpoena to turn over your data ❑ Privacy breaches e.g. *Google Docs "may have inadvertently shared some of their documents with contacts who were never granted access to them" TechCrunch* ❑ Data can be stored anywhere in the world - issue with foreign data policies ❑ Security is not granular e.g. functionality by group
	Lifecycle management	❑ Google customers have limited control over new feature releases e.g. Global add of new services or pre-release features

Administration - Zimbra

		VMware Zimbra
Administration	Management & Operations	▯ Continue to reduce admin costs/work e.g. User Self-recovery of emails, calendar, tasks etc. ▯ Can enable/disable functionality for a group or user
	Security & Assurance	▯ Option of deploying on premise or at a hosted partner ▯ Hosted partners have long history hosting enterprise applications ▯ Server side control of Zimlets ▯ Granular security through class-of-service ▯ Continuing to significantly invest in security e.g. remote wipe of client data
	Lifecycle management	▯ Customers control release cycle into environment and can test before introducing in production ▯ Zimbra Appliance has automated and configurable notification and installation of new software and security updates for the application and operating system

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Administration

		Google Apps	VMware Zimbra
End User	Location/Device independent access	◑	●
	Open applications	◑	●
	Application Functionality	◑	●
Administration	Management & Operations	◑	●
	Security & Assurance	◑	●
	Lifecycle management	◑	●
Cost / Flexibility / Reliability	Deployment Flexibility		
	Service/ Support		
	Total Cost of Ownership		

○ = None ◑ = Medium ● = High

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Cost, Flexibility and Reliability

		Score	Notes
End User	Location/Device independent access		
	Open applications		
	Application Functionality		
Administration	Management & Operations		
	Security & Assurance		
	Lifecycle management		
Cost / Flexibility / Reliability	Deployment Flexibility		
	Service/ Support		
	Total Cost of Ownership		

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Cost, Flexibility and Reliability - Google

		Google Apps
Cost / Flexibility / Reliability	Deployment Flexibility	❑ Only Hosted solution available
	Service/ Support	❑ Many outages but still claim 99.9% Uptime, "Google Apps is powered by the same infrastructure that services hundreds of millions of users each day" Consumer side goes down, it affects all enterprise customers ❑ New SLA will include planned downtime but will only give service credit ❑ SLA does not cover all functionality e.g. Google Labs ❑ SLA does not specify application response times and intermittent slow response in past year ❑ Lack of clear and public product roadmap
	Total Cost of Ownership	❑ Cost shifting not necessarily cost reduction

Cost, Flexibility and Reliability - Zimbra

		VMware Zimbra
Cost / Flexibility / Reliability	Deployment Flexibility	☐ Interoperability with Exchange (free/busy, GAL) ☐ Hosted through a partner or On-Premise ☐ Traditional, Virtualized or a Virtual Appliance ☐ Dedicated or Multi-Tenant ☐ Same software for 25 users or 25 million users ☐ Zimbra Appliance 'Install to Inbox' in 7.5 minutes ☐ Use included AV/AS or own solution
	Service/ Support	☐ VMware is known for Enterprise software and support ☐ Zimbra Backup and Zimbra Archiving and Discovery is available or you can deploy own solution ☐ Uptime is measured in YEARS not weeks "Happy Zimbra admin for almost 3 years now - 767 days uptime on my server!"
	Total Cost of Ownership	☐ Optimized hardware costs and competitive software costs ☐ Continue to invest in reducing administration and management costs

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

Cost, Flexibility and Reliability

		Google Apps	VMware Zimbra
End User	Location/Device independent access	◑	●
	Open applications	◑	●
	Application Functionality	◑	●
Administration	Management & Operations	◑	●
	Security & Assurance	◑	●
	Lifecycle management	◑	●
Cost / Flexibility / Reliability	Deployment Flexibility	◑	●
	Service/ Support	◑	●
	Total Cost of Ownership	●	●

○ = None ◑ = Medium ● = High

Cyber Futuristics
THINKING FUTURE MOVING AHEAD

THANK YOU