

RED HAT :: CHICAGO :: 2009

SUMMIT

Freeing the Desktop and your Data Center with a Next Generation Email and Collaboration Platform

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presented by



Zimbra Overview

The Open Source Leader in Messaging & Collaboration

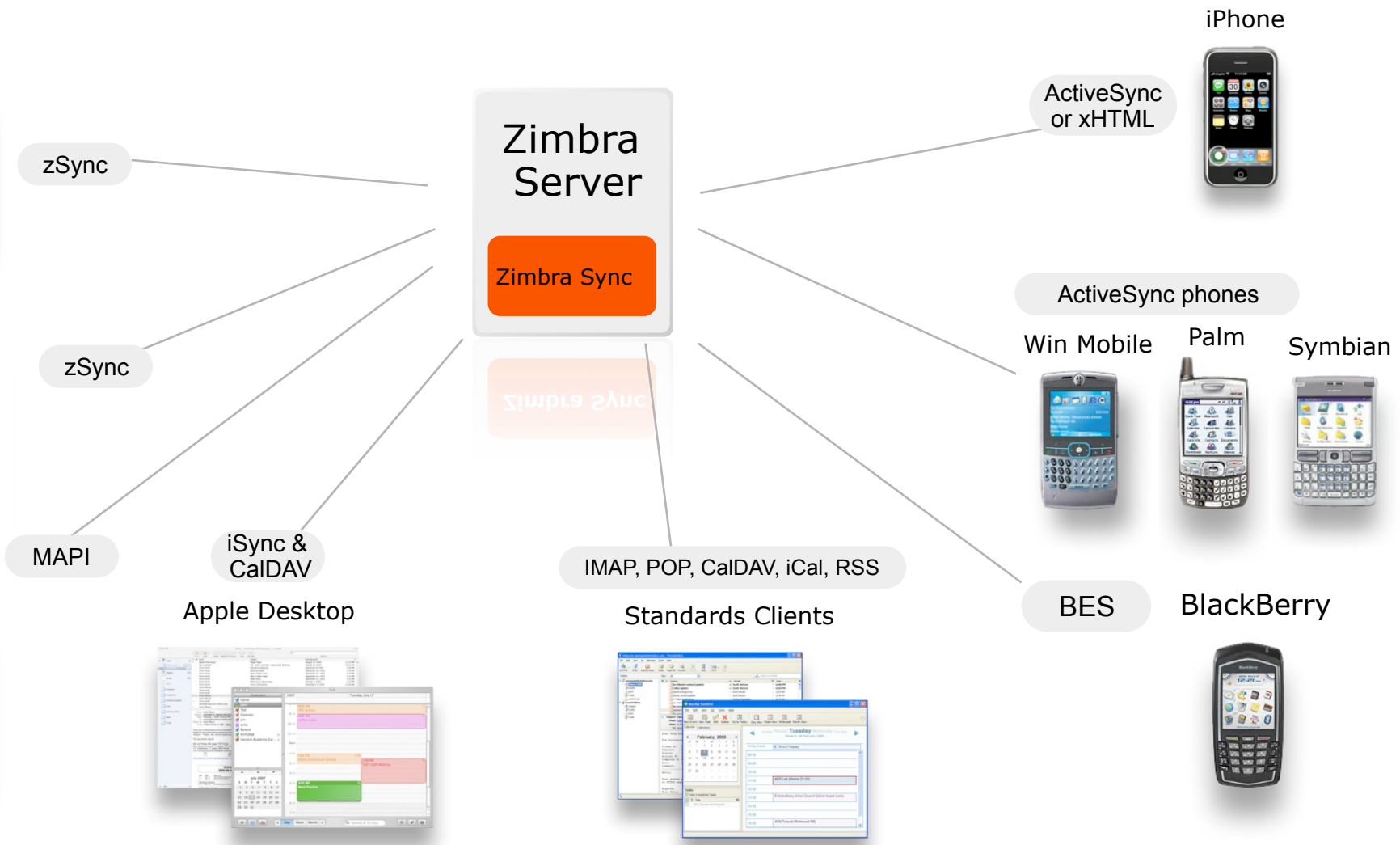
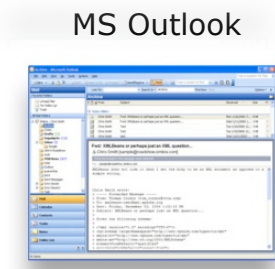
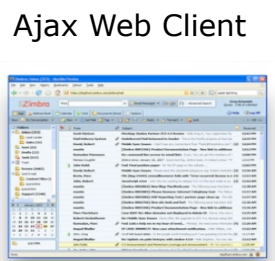
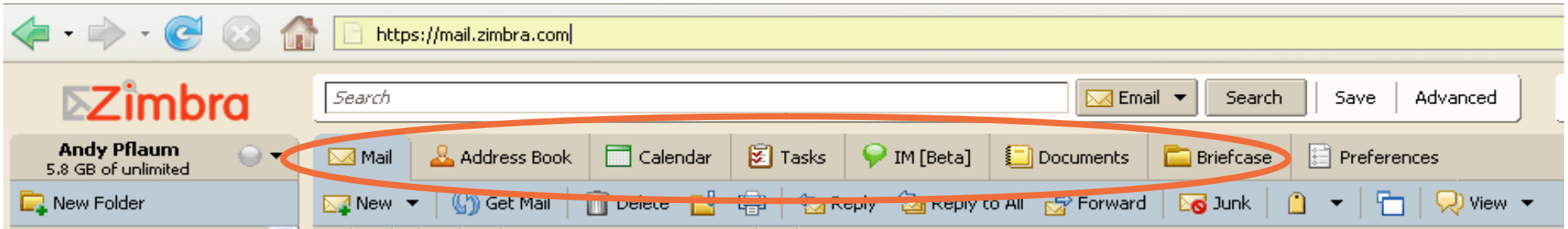
- Mail, Calendar, Contacts, Web Docs, Archiving & Discovery....
- Web services mash-ups with 3rd party applications (VoIP, ERP, CRM etc.)

What Differentiates Zimbra

- 35-50% better TCO than MS Exchange and Lotus Domino
- Best cross-platform support (mobile, desktop, OS, browser....)
- Rich integration capabilities
- Clear open source leader in the category
 - 1M+ downloads of Zimbra server; 3M+ Zimbra Desktop downloads
 - 27,000+ registered community members
- Market validation
 - 3,500+ customers and 52M+ paid mailboxes in 90+ countries
 - 450 hosting partners and 250 resellers (60% of Zimbra business)
 - Gartner Rating: 'Positive', May 2009, *Email Systems Marketscope*



Zimbra App & Client Support



Zimbra Customers in 90+ Countries

Large Business



SMB & SME



Education

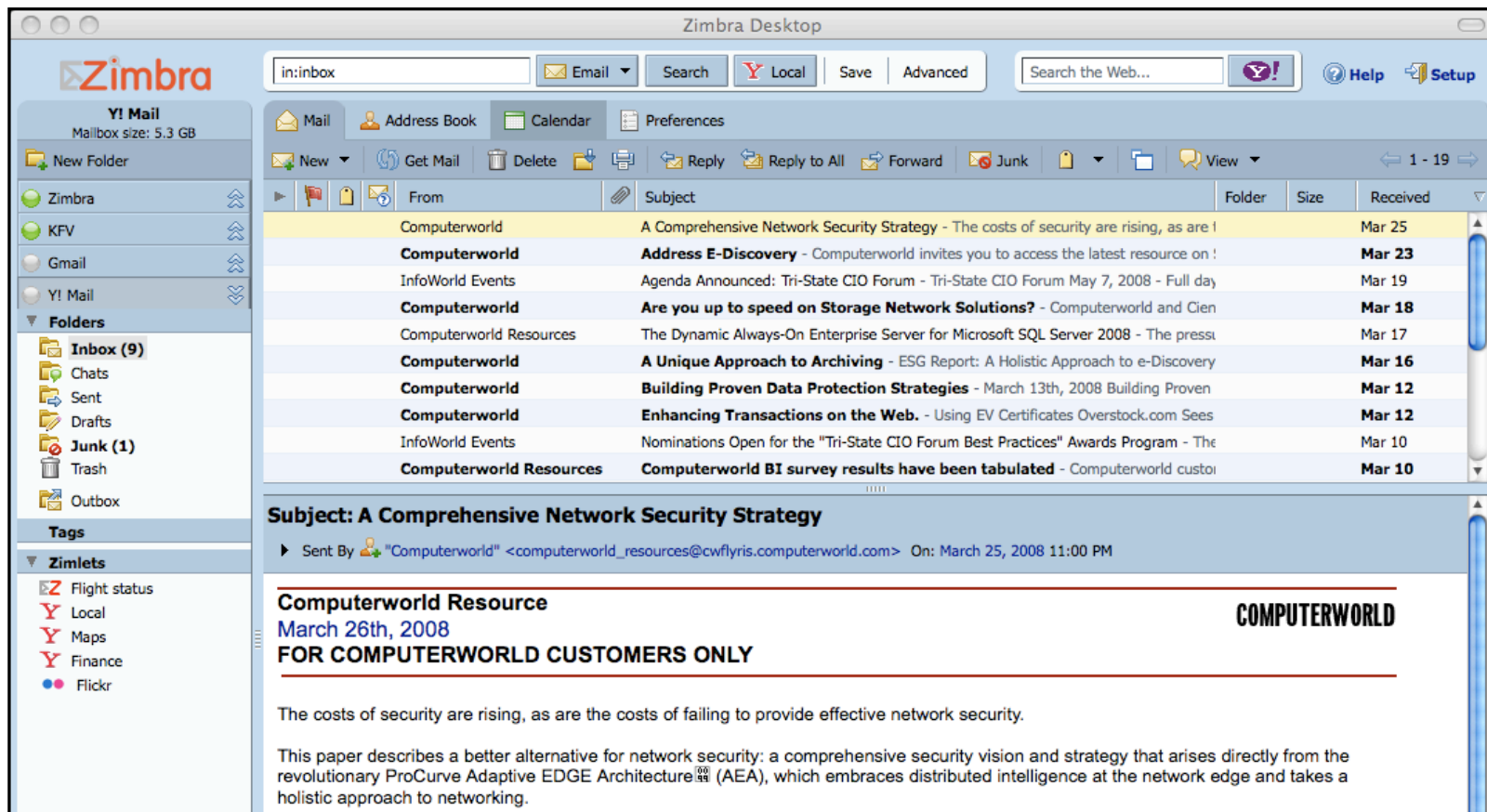


Service Providers



What is Zimbra Desktop?

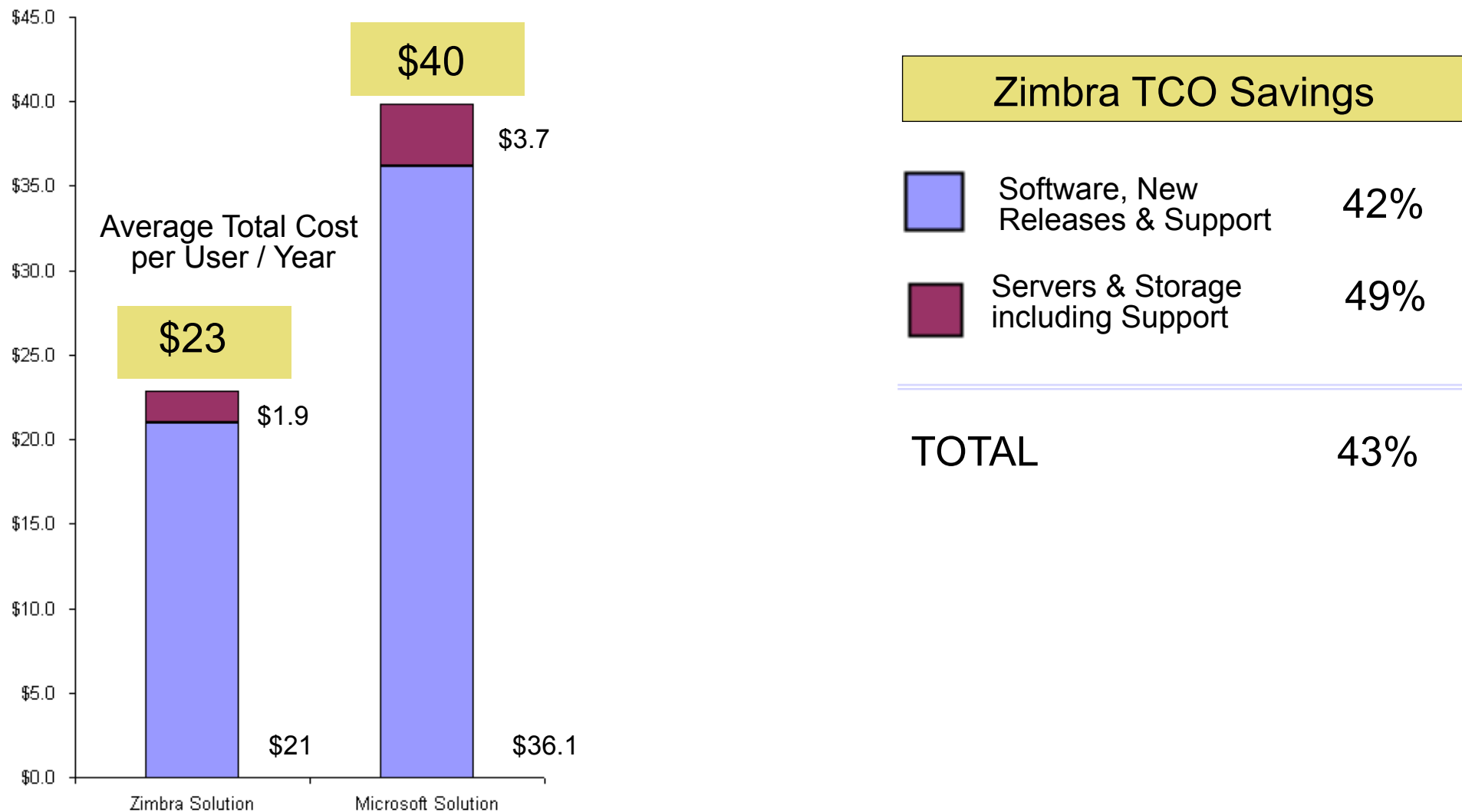
- Provides the same user experience offline & online, cross-browser/OS
- 2-way sync of all messages, meetings, contacts etc.
- Supports rich Zimbra features such as indexed searches and Zimlets



"Slick, powerful, and much more extensible than MS Outlook ever dreamed of being."
 Matt Asay, CNET "Open Road", Feb. 2008

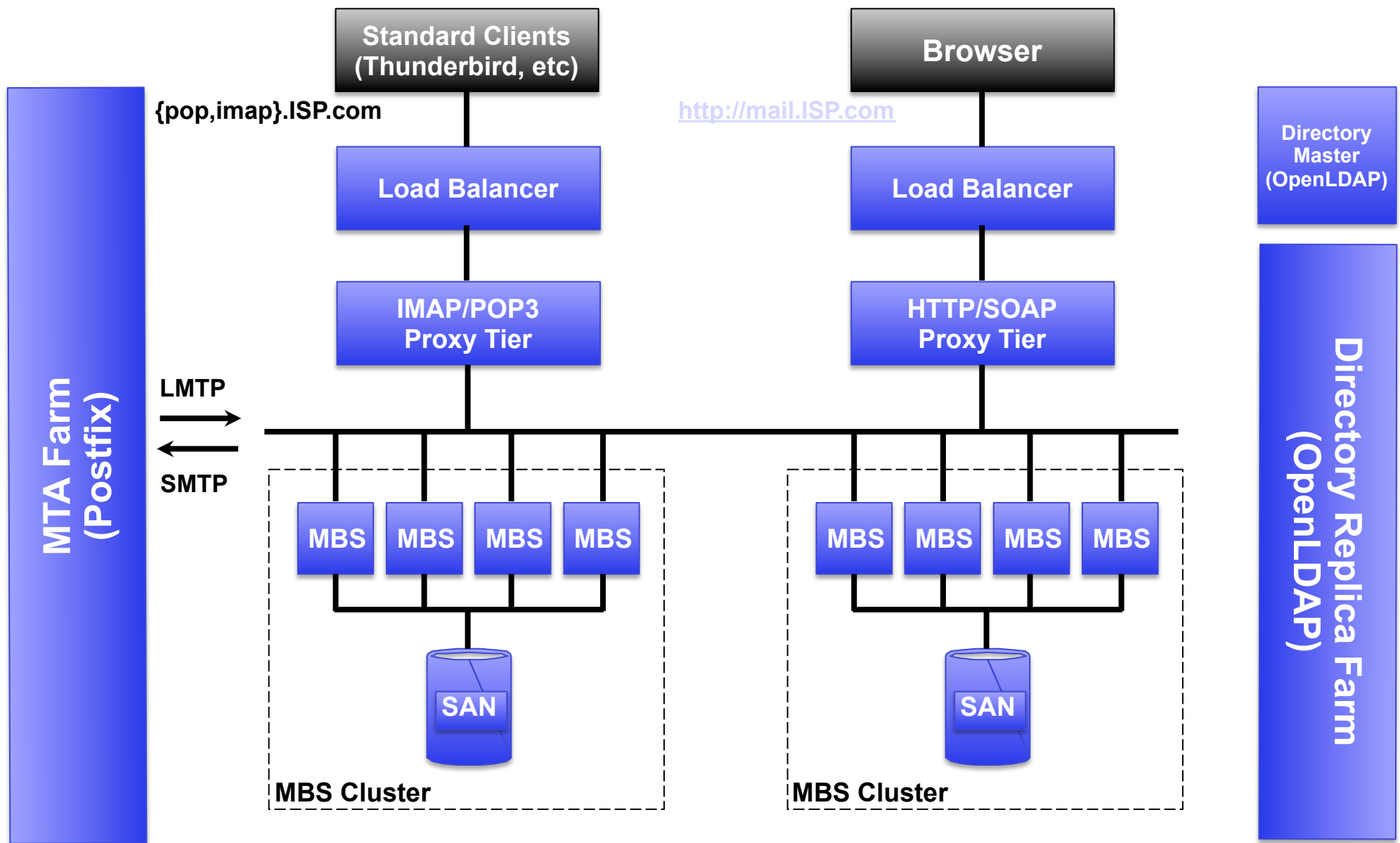
Zimbra vs. Exchange 2007 TCO

For an example deployment of 25,000 users, Zimbra Delivers 43% Savings or \$2.1M over a 5-yr Period



Source: TCO data based on medium enterprise messaging profile, quotes from leading Exchange vendors

Zimbra Network Architecture



RHEL + Red Hat Cluster Suite

Enterprise Performance Profile

Investment banking user profile

- 1135 msgs/Inbox, 1000 msgs/Sent
 - 30% have attachments, avg. size 75K
- 50 sends/day (15/hr peak), 60 receives/day (18/hr)

Configuration details

- 2-CPU, Fiber-optic SAN
 - <60% CPU utilization at peak



Results: 1300 users per box (650/CPU)
1.76 IOPS/user

Zimbra PM Web (<http://pm.zimbra.com>)



Requirements (305) ?

Release: 6.0

	LOE	ID	Pri	Description	Patch	Status	Component	Votz	Assignee
1		7257	P1	Support read receipts in webmail		Completed	Mail - Web Client	353	pshah
2		1112	P1	a user should be able to run filter rules over an existing set of mail		Completed	Mail - Server	218	pshah
3		233	P2	Ability to remove attachment from received message	6.0.1	Slotted	Mail - Web Client	144	pshah
4	High	7473	P1	Share management and discovery		Completed	Directory	143	cdamon
5	Med	11685	P2	Sync tasks for ZimbraMobile		Completed	Mobile - Zimbra Mobile Sync	141	jjzhuang
6		14531	P1	GAL via contacts folders with sorting, browsing and real sync		Completed	Directory	113	brian
7		6953	P1	Per user white & black lists in the UI		Completed	Directory	112	pshah
8		11141	P2	Need option to enable auto-complete from shared addressbooks		Completed	Contacts - Web Client	98	cdamon
9		15146	P2	add calendar reminders with units = days	6.0.2	Slotted	Calendar - Web Client	80	satisfs
10		5210	P1	shared tags between users	6.0.1	Slotted	Mail - Server	58	dkarp
11		5460	P1	mandatory spell check		Completed	Mail - Web Client	57	rajesh.segu
12		12414	P1	Improve overall user experience of setting up and using calendar n		Completed	Admin - Console	52	greg
13		7554	P1	Cannot view distribution list members when composing message	6.0.1	Slotted	Mail - Web Client	52	dcomfort
14	Med	9928	P1	Auto deploy & update ZCO	6.0.1	Targeted	Conn for Outlook	51	fsiegel
15	High	11515	P1	role based delegate administration		Completed	Directory	47	pshao
16		12390	P2	automatically reload remote calendars		Completed	Calendar - Web Client	46	bburtin
17		16532	P2	Online search support		Completed	Mobile - Zimbra Mobile Sync	46	jjzhuang
18		6491	P1	Allow automatic / scheduled reloading of feeds		Completed	Mail - Server	44	bburtin
		233	P2	Ability to remove attachment from received message		Slotted (6.0.1)		144	pshah
		9046	P1	Add S/MIME support		Slotted (Future)		135	bugs_mail
		1108	P1	Sorting should be available on ALL columns		Slotted (Future)		129	bugs_enhancements
		12852	P2	Track and show status of email		Not Committed		122	bugs_mail
		12740	P3	Toaster should also show Appointment reminders		Not Committed		106	fsiegel
		30950	P2	iphone: sync with shared contacts and calendars		Slotted (Future)		102	jjzhuang

Checking out Zimbra

- Flash demo, http://www.zimbra.com/demos/zimbra_tour
- Free hosted demo accounts, http://www.zimbra.com/products/hosted_demo.php
- Open Source download: <http://www.zimbra.com/community/downloads.html>
- Free 60-day Commercial Trial (supported):
http://www.zimbra.com/products/download_network.html
- Open Source Channel Alliance “Jump-Start Appliance”,
HP ProLiant DL165 G5, www.opensourcechannelalliance.com
- References:
 - Ask us for customer references...
 - Zimbra Forums has thousands of Zimbra users



Zimbra Case Studies, Blog, Twitter

UW-Milwaukee (50,000 users)

http://www.redhat.com/f/pdf/customers/Red_Hat-Zimbra_UnivWisconsin.pdf

Interim Healthcare (1,000 users)

<http://files.zimbra.com/website/docs/Zimbra%20Interim%20HealthCare%20Case%20Study.pdf>

Argonne National Laboratory (1,000 users)

<http://www.eweek.com/c/a/Messaging-and-Collaboration/Argonne-Lab-Puts-Zimbra-to-the-Test>

Eastern Illinois University (30,000 users)

<http://files.zimbra.com/website/docs/Zimbra%20EIU%20Case%20Study.pdf>

Zimbra Blog, <http://www.zimbra.com/blog>

Twitter: @Zimbra

UW-Milwaukee Case Study by Red Hat



UNIVERSITY OF WISCONSIN-MILWAUKEE DEPENDS ON RED HAT ENTERPRISE LINUX AND ZIMBRA COLLABORATION SUITE

FAST FACTS

Companies	University of Wisconsin-Milwaukee; Zimbra
Industry	Higher education; technology (software)
Geography	Milwaukee, Wisconsin; Sunnyvale, California
Business challenge	The University of Wisconsin-Milwaukee needed to replace an aging email system with a new platform that would provide innovative collaboration solutions to their 50,000 accounts
Software	Red Hat Enterprise Linux; Zimbra Collaboration Suite
Benefits	Reduced IT administration and support costs by standardizing on Red Hat Enterprise Linux as primary campus operating system; By migrating the existing email system to Zimbra Collaboration Suite, UWM improved communication and collaboration among students, faculty and staff and provided a single integrated calendar and email solution; increased focus on student retention by providing tools to manage their academic and personal schedules and stay connected with faculty



BACKGROUND

Located in Wisconsin's largest city, the University of Wisconsin-Milwaukee (UWM) serves as academic home to nearly 30,000 graduate and undergraduate students.

BUSINESS CHALLENGE

Building community among students, faculty and staff is a key objective for most universities. And technology – in the form of email, calendaring, messaging, and collabora-

UW-Milwaukee at a Glance

Enrollment **29,200**

Undergraduate 24,400

Masters & Doctoral 4,800

Faculty & Staff **3,455**

Central IT staff 125

IT student staff 200

Total Mailboxes **50,000**

Schools & Colleges **12**

Programs:

Undergraduate 84

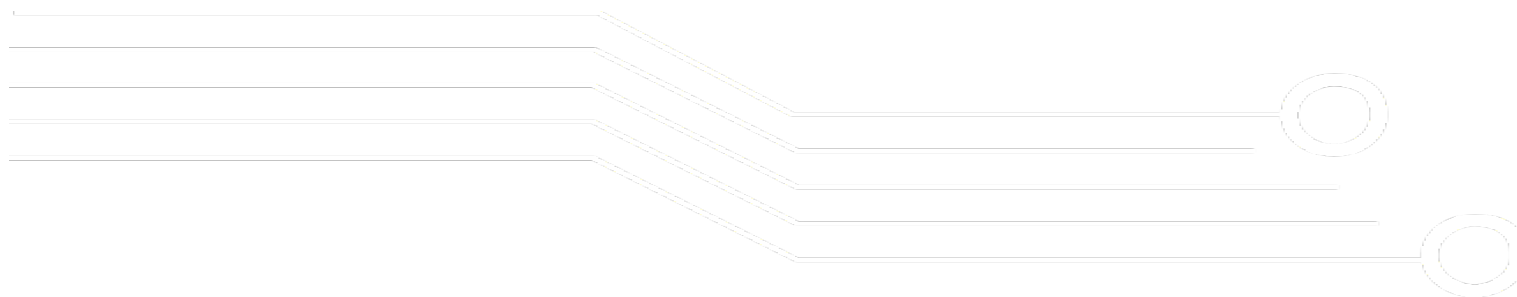
Masters 48

Doctoral 24



UWM's IT Vision

- Architecture loosely-coupled Web solutions
- Reduce Total Cost of Ownership
- Minimize differences between “have” and “have nots”



Univ. of Wisc.-Milwaukee: Project Background

- 50,000+ mailboxes (faculty, staff, students)
- Previously using MS Exchange and Novell GroupWise on Windows, Cyrus/Sendmail on Linux
- Migrated 4 Exchange & 3 GroupWise environments
- Implementation has been successful - PantherLink

PantherLink
E-mail & Calendar Services
Powered by Zimbra

ePanther ID:

Password:

Remember me on this computer

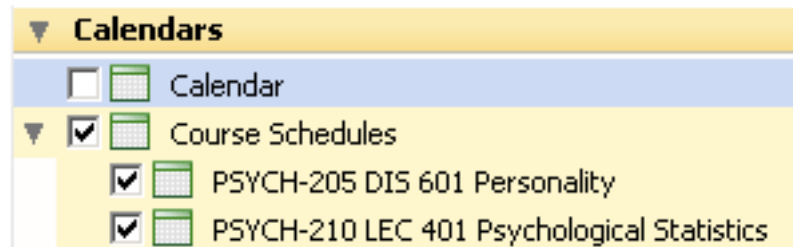
Which version would you like to use? [What's This?](#)

PantherLink Utilities :: [Forward mail & manage vacation message](#) :: [Change password](#)

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Why Zimbra?

- Attractive, powerful, easy to use UI
- Platform agnostic
- Scalable to 50,000+ users
- Ease of integration with existing systems
- Ease of product expansion, enhancements
- Calendaring



PantherLink 

Integration Points

- **LDAP** - people search/white pages
- **PeopleSoft** - auto-generated faculty/student course calendars
- **Xythos** - access files to attach or save files directly to Xythos
- **Home-grown systems** - tracking systems allow for Zimbra calendar integration
- **Facebook** - allows students to link their Facebook events to Zimbra
- **Subscription Center** - one place for all public calendars - users can subscribe

Expected Benefits of Integration

- Student success
- Student retention
- Greater efficiency & effectiveness of faculty/staff time
- Ability to merge social and academic lives = better time management
- PantherLink becomes UWM's "portal"

Calendar Project

- Hypothesized significant cost-avoidance through:
 - Use of an enterprise calendar
 - New calendar uses
- Formed team of 35 to brainstorm uses to create community and retain students

Faculty Use of Calendar

- Separate calendars for each course taught
- Calendars for “at risk” students
- Pre-populated with teaching schedule
- Upload, attach or use “briefcase” for study guides, notes, etc.

Student Use of Calendar

- Subscribe to course calendars for assignments, deadlines, quizzes, tests
- Pre-populate with class schedule
- Pre-populate with academic calendar info and deadlines for financial aid, scholarships

Other Academic Use of Calendar

- Academic advisor postings; e.g., appointments, important announcements, career fairs
- Tutor and mentoring centers; e.g., schedule appointments or allow students to reserve time

Campuswide Events Calendar

- Authorized-user postings
- Separate calendars for various groups (e.g., arts, athletics, lecture series)
- Subscription to specialized calendar(s) based on interests
- Calendar information “pulled” into Web sites via RSS feeds

Other Uses

- Calendars for student organizations
- Subscription to calendar feeds via RSS
- Importing browsers' live bookmarks or social networking tools
- Importing other calendars (e.g., sports team schedules)



QUESTIONS?

**TELL US WHAT YOU THINK:
[REDHAT.COM/SUMMIT-SURVEY](https://redhat.com/summit-survey)**