

# Exchange 2007 and ZCS 6.0

May 2010

Zimbra Collaboration Suite (ZCS) is commonly called the “next-generation Outlook and Exchange” and is used in over 90 countries with over 55 million paid users.



# Executive Summary



Zimbra Collaboration Suite beats Exchange 2007 on the issues that are most important to organizations - a significantly lower TCO, less administrative issues by having the same experience on many different user environments and an easily extensible and open platform.

Key Areas		Exchange 2007	ZCS 6.0
1	TCO	<b>✗ Expensive license, maintenance &amp; support and requires more administrative time than Zimbra</b>	<b>✓ Cost effectively scale users and save 50% in TCO</b>
2	Multi-platform Support	<b>✗ Any non-Microsoft platform is considered a second-class citizen and continues to lag in feature parity and support e.g. Outlook on Mac, OWA Light</b>	<b>✓ Rich web-client and offline experience across multiple platforms</b>
3	Integration & Customization	<b>✗ Microsoft promotes a closed and proprietary platform e.g. does not support CalDAV</b>	<b>✓ Zimbra is an open &amp; extensible platform</b>

# Scalability, Reliability, Robustness



Key Areas	Exchange 2007	ZCS 6.0
<b>Platform Architecture</b>	<ul style="list-style-type: none"> <li>▪ Core architecture such as the Extensible Storage Engine (ESE) is over 20 years old</li> <li>▪ Not a modular architecture, Exchange store's '.edb' file contains both message data and metadata so cannot separately optimize and tune</li> </ul>	<ul style="list-style-type: none"> <li>▪ Modular architecture that offers next-generation features and proven web scalability</li> <li>▪ Message metadata is separate from message data so can tune and optimize the individual data stores</li> </ul>
<b>Platform Reliability &amp; Robustness</b>	<ul style="list-style-type: none"> <li>▪ MSFT continues to debate migrating from ESE to SQL Server</li> <li>▪ Exchange users are plagued with reliability and uptime issues (average downtime of 4 hours/month)<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>▪ ZCS leverages more robust underlying operating environment (Linux based) &amp; proven open source software components</li> <li>▪ Uptime is measured in YEARS not weeks “Happy Zimbra admin for almost 3 years now – 767 days uptime on my server!”<sup>2</sup></li> </ul>
<b>Platform Scalability</b>	<ul style="list-style-type: none"> <li>▪ Difficult to scale to many users with large mailboxes without significant hardware &amp; training (expensive high-performance storage is needed due to large I/O footprint, especially with sizeable mailboxes)</li> </ul>	<ul style="list-style-type: none"> <li>▪ ZCS scales to millions of users</li> <li>▪ Easily and inexpensively supports many 10+ GB mailboxes in production environments</li> </ul>

<sup>1</sup> Radicati

<sup>2</sup> Nustats

# Integration and Customization



Key Areas	Exchange 2007	ZCS 6.0
<b>Platform Extensibility</b>	<ul style="list-style-type: none"> <li>▪ SOAP API has limited server access</li> <li>▪ Outlook add-ins are difficult to develop, debug and even manage</li> <li>▪ Cannot extend OWA</li> </ul>	<ul style="list-style-type: none"> <li>▪ Rich SOAP API for server access</li> <li>▪ Web services framework (zSync) for client access and Web Mash-ups framework (Zimlets) to integrate 3<sup>rd</sup> party enterprise apps</li> </ul>
<b>Platform openness</b>	<ul style="list-style-type: none"> <li>▪ Microsoft proprietary platform – cannot change or extend the platform &amp; APIs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Open source code including sample Zimlets</li> </ul>
<b>Support of Open Standard Protocols</b>	<ul style="list-style-type: none"> <li>▪ Uses Microsoft proprietary protocol MAPI</li> <li>▪ Limited SOAP support &amp; Microsoft recommends using proprietary command- line/shell for custom workflow</li> <li>▪ DOES NOT support open standards such as REST, CalDAV, CardDAV and ICS feeds</li> </ul>	<ul style="list-style-type: none"> <li>▪ Supports open standard protocols such as SOAP, REST, CalDAV, CardDAV, ICS feeds etc</li> </ul>
<b>Rebranding</b>	<ul style="list-style-type: none"> <li>▪ Custom rebranding of OWA is limited to themes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Complete rebranding of web-clients</li> </ul>

# Platform Support & Client Access



Key Areas	Exchange 2007	ZCS 6.0
<b>Web-client end user access</b>	<ul style="list-style-type: none"> <li>▪ Limited OWA Premium access; OWA Premium only supported on IE6 and later</li> <li>▪ OWA Light for non-IE browsers has very limited functionality</li> </ul>	<ul style="list-style-type: none"> <li>▪ Rich Ajax and HTML web-client access is supported on multiple platforms; IE, Safari, Firefox, Chrome</li> <li>▪ Ajax web-client has complete feature parity with Zimbra desktop client</li> </ul>
<b>Mac Desktop</b>	<ul style="list-style-type: none"> <li>▪ Entourage uses legacy architecture, has a large database that is difficult to backup and does not have feature parity &amp; is now end of life</li> <li>▪ Only OWA Light for Safari users</li> </ul>	<ul style="list-style-type: none"> <li>▪ Zimbra desktop client is supported on Mac OS and has complete feature parity</li> <li>▪ Rich Ajax and HTML web-client is available on Safari (Ajax client has complete parity with Zimbra desktop)</li> </ul>
<b>Linux Desktop &amp; Server</b>	<ul style="list-style-type: none"> <li>▪ Only OWA Light is available to Linux users through a non-IE browser such as Firefox</li> <li>▪ Exchange is not supported on Linux</li> </ul>	<ul style="list-style-type: none"> <li>▪ Rich Ajax and HTML web-client is available on non-IE browsers (Ajax client has complete parity with Zimbra desktop)</li> <li>▪ ZCS is supported on Linux</li> </ul>
<b>Mobile Platforms</b>	<ul style="list-style-type: none"> <li>▪ Exchange works with Windows Mobile devices, Palm devices, Symbian devices, iPhone and Blackberry</li> <li>▪ OWA Light for mobile web browsers and is confusing on lower resolution screens</li> </ul>	<ul style="list-style-type: none"> <li>▪ ZCS also works with Windows Mobile devices, Palm devices, Symbian devices, iPhone and Blackberry</li> <li>▪ ZCS web-client has an option specifically for mobile web browsers</li> </ul>

# Messaging and Collaboration



Key Areas	Exchange 2007	ZCS 6.0
<b>Web Documents</b>	<ul style="list-style-type: none"> <li>▪ Introduced 'Remote Document Access' that allows OWA access to internal shares without being on LAN or VPN</li> <li>▪ Feature is removed in Exchange 2010</li> </ul>	<ul style="list-style-type: none"> <li>▪ Briefcase in ZCS, allows users of both the web and desktop client to upload and share files in the mail store and access the files from anywhere</li> </ul>
<b>Unified Messaging</b>	<ul style="list-style-type: none"> <li>▪ TUI access to mailbox using TTS (via Cisco) for Outlook but not for OWA</li> </ul>	<ul style="list-style-type: none"> <li>▪ Single inbox, Voicemail, VoIP, Twitter and Facebook access (through Mash-ups) for offline and web client</li> </ul>
<b>Integrated IM &amp; Presence</b>	<ul style="list-style-type: none"> <li>▪ Outlook can only be integrated with Microsoft's IM solutions</li> <li>▪ OWA does not support IM solutions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Built-in Instant Messaging (IM) client with cross-application presence (XMPP)</li> </ul>
<b>Indexing &amp; Search</b>	<ul style="list-style-type: none"> <li>▪ Index &amp; search of message subject, body and only MS Office attachments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Index &amp; search of message subject, body and over 200 different attachment types including MS office attachments</li> <li>▪ Syntactic &amp; visual search options</li> </ul>
<b>Sharing &amp; Collaboration</b>	<ul style="list-style-type: none"> <li>▪ Share mail, calendar and address book folders with internal users</li> </ul>	<ul style="list-style-type: none"> <li>▪ Share mail, calendar and address book folders with internal users</li> <li>▪ Share folders with external users or make them public</li> </ul>

# Administration, Security & TCO



Key Areas	Exchange 2007	ZCS 6.0
<b>Administration Tools</b>	<ul style="list-style-type: none"> <li>▪ SOAP API has limited server access</li> <li>▪ Microsoft recommends using Exchange's proprietary shell commands for custom workflows</li> <li>▪ Limited admin GUI</li> </ul>	<ul style="list-style-type: none"> <li>▪ Command-line tools &amp; SOAP API for server access</li> <li>▪ Web-based admin for any place/any time access</li> </ul>
<b>Security Administration</b>	<ul style="list-style-type: none"> <li>▪ Non-intuitive delegated administration</li> <li>▪ Not enough granularity when assigning permissions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Easy and granular delegated administration</li> </ul>
<b>Integrated anti-abuse</b>	<ul style="list-style-type: none"> <li>▪ Exchange offers EHF and in-house anti-spam/virus solutions at additional costs</li> </ul>	<ul style="list-style-type: none"> <li>▪ ZCS is integrated with proven Spam Assassin &amp; ClamAV solutions</li> </ul>
<b>Total Cost of Ownership (TCO)</b>	<ul style="list-style-type: none"> <li>▪ Expensive license and support costs</li> <li>▪ Outlook and OWA are additional costs</li> <li>▪ I/O bound so needs lots of expensive storage hardware to scale users</li> <li>▪ User time wasted for issues with Outlook and .pst files</li> <li>▪ Administration of Exchange &amp; Outlook can require 33% more time than Zimbra</li> </ul>	<ul style="list-style-type: none"> <li>▪ ZCS license cost includes client access</li> <li>▪ Zimbra Desktop is free</li> <li>▪ Save on storage hardware with hierarchical storage management (HSM)</li> <li>▪ Save 50% in TCO just on hardware and software</li> </ul>

# University of Pennsylvania Case Study

