

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	✗ Expensive license, maintenance & support and requires more administrative time than Zimbra	✓ Cost effectively scale users and save 50% in TCO
2	Multi-platform Support	✗ 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	✓ Rich web-client and offline experience across multiple platforms
3	Integration & Customization	✗ Microsoft promotes a closed and proprietary platform e.g. does not support CalDAV	✓ Zimbra is an open & extensible platform

Scalability, Reliability, Robustness



Key Areas	Exchange 2007	ZCS 6.0
Platform Architecture	<ul style="list-style-type: none"> ▪ Core architecture such as the Extensible Storage Engine (ESE) is over 20 years old ▪ Not a modular architecture, Exchange store's '.edb' file contains both message data and metadata so cannot separately optimize and tune 	<ul style="list-style-type: none"> ▪ Modular architecture that offers next-generation features and proven web scalability ▪ Message metadata is separate from message data so can tune and optimize the individual data stores
Platform Reliability & Robustness	<ul style="list-style-type: none"> ▪ MSFT continues to debate migrating from ESE to SQL Server ▪ Exchange users are plagued with reliability and uptime issues (average downtime of 4 hours/month)¹ 	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ Difficult to scale to many users with large mailboxes without significant hardware & training (expensive high-performance storage is needed due to large I/O footprint, especially with sizeable mailboxes) 	<ul style="list-style-type: none"> ▪ ZCS scales to millions of users ▪ Easily and inexpensively supports many 10+ GB mailboxes in production environments

¹ Radicati

² Nustats

Integration and Customization



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

Platform Support & Client Access



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

Messaging and Collaboration



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

Administration, Security & TCO



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

University of Pennsylvania Case Study

