#### Synacor Presents Zimbra APxJ Partner Summit 2017

#### ANANTARA SIAM BANGKOK HOTEL BANGKOK, THAILAND.

AUGUST 3 & 4 2017





#### **HOUSEKEEPING NOTES**

Please turn off your phones or set them on silent.

We'll be breaking for refreshment at 10.15 AM and buffet lunch at 12.45

The restrooms are on your left as you exit the meeting room.

## Brent J. Rhymes INTRODUCTION

Prove some the representation from the second states	A manufacture and the second of the second
Le de la contract US contract US contract US contract US	Les product template Les product template
	The SYNACOR
* responsive elements!!	and an was

# No. N. S. P. MILLING STREET, ST How many of you attended last year's event?

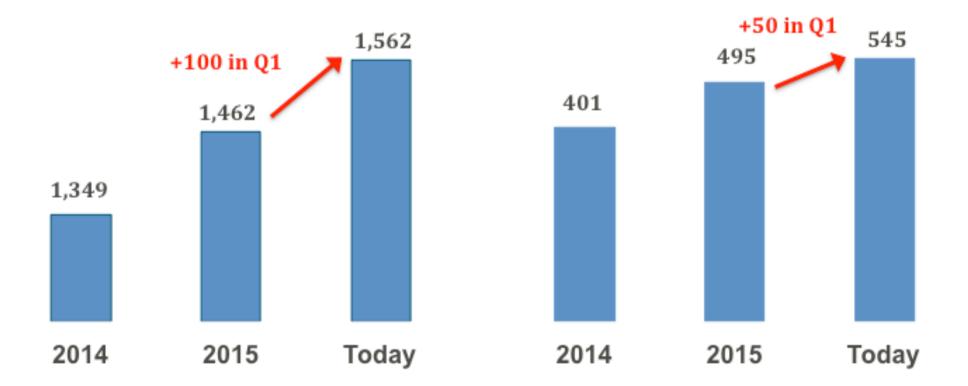
## Is Your Zimbra Business Better? Worse? Or the Same?

5

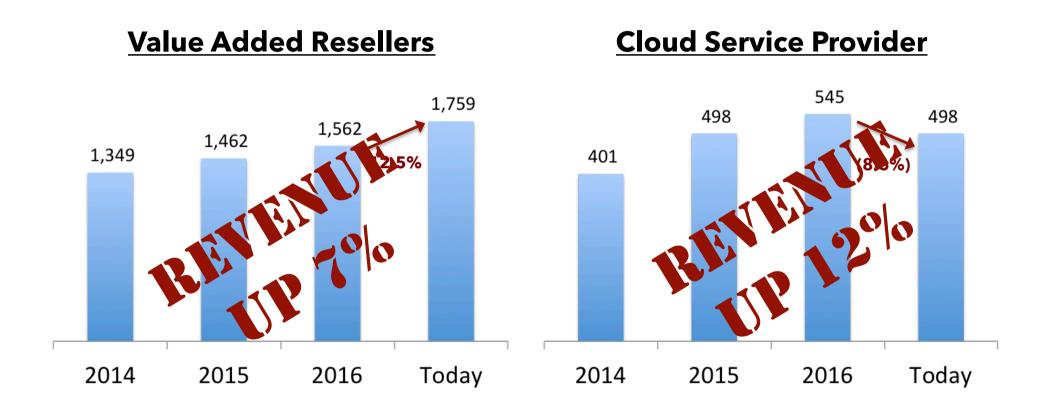
#### **2016 APXJ SUMMIT - CHANNEL UPDATE**

#### Value Added Resellers

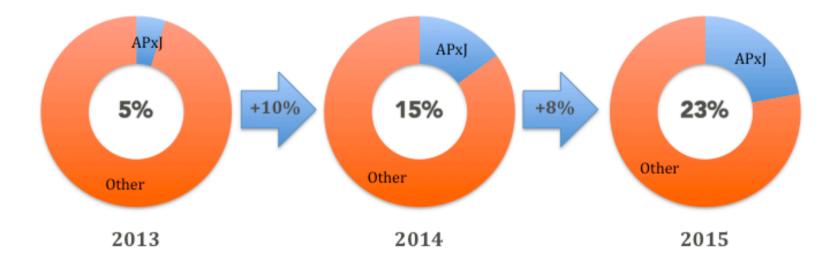
#### **Cloud Service Providers**



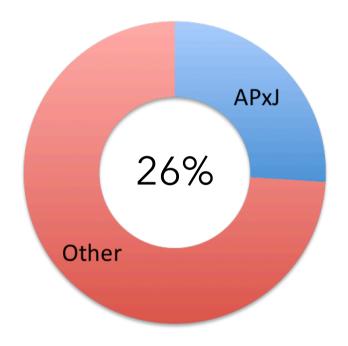
#### AND NOW...



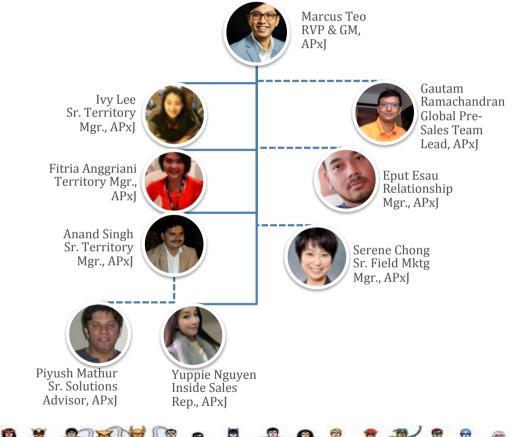
#### **2016 APXJ SUMMIT: BUSINESS UPDATE**



#### AND NOW...



#### AND THE REASON FOR OUR SUCCESS IN APXJ...





### How about Zimbra's product? Improving? Declining or Staying the Same?

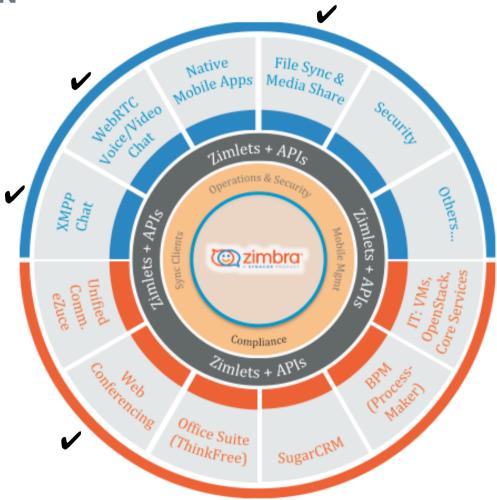
#### **2016 APXJ PRODUCT VISION**

#### **OEM Products**

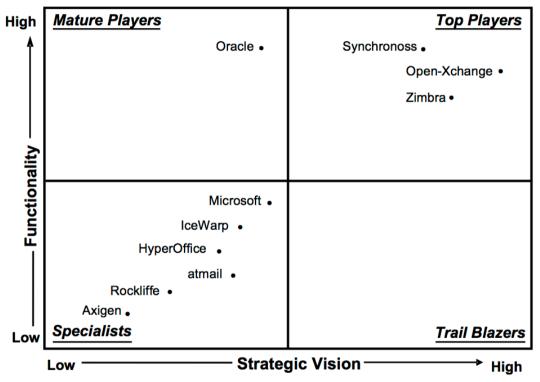
- Partner Developed
- Zimbra Branded
- Zimbra Supported
- Sold by Channel

#### **Partner Products**

- · Partner Developed
- Partner Branded
- · Partner Supported
- Sold by Partner
- Synacor/Zimbra Endorsed



#### **IMPROVING ON THE RADICATTI MARKET QUADRANT**



#### Radicati Market Quadrant<sup>SM</sup>

Figure 3: Messaging Platforms for Service Providers Market Quadrant, 2017



Well... maybe not today...

14

# **APXJ OVERVIEW**

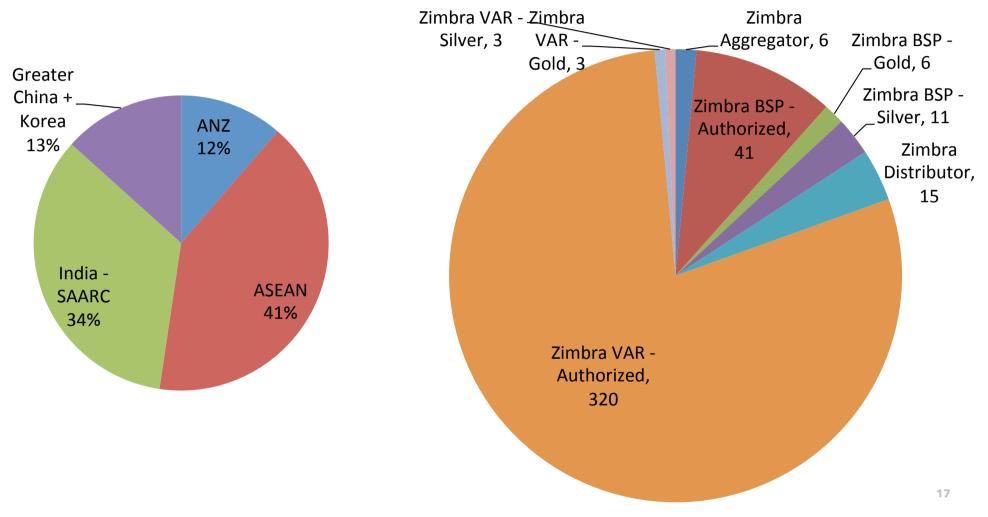


In the new world, it is not the big fish which eats the small fish, it's the fast fish which eats the slow fish

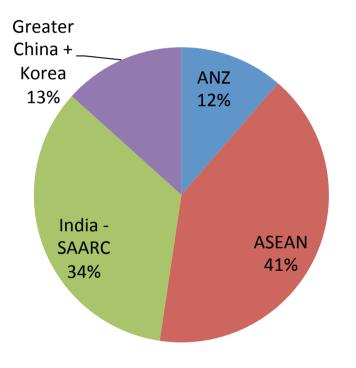
Klaus Schwab Founder and Executive Chairman World Economic Forum

*Source:* https://agenda.weforum.org/wp-content/uploads/2015/02/KSC\_fish2\_\_jpg 16

#### **TOTAL PARTNERS IN APXJ - 405**

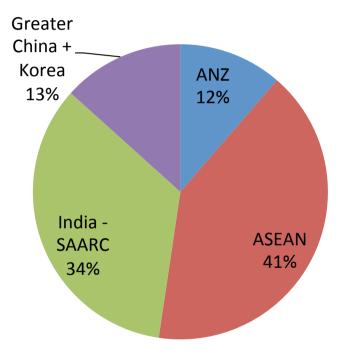


#### **TOTAL NO OF BSP - 58**



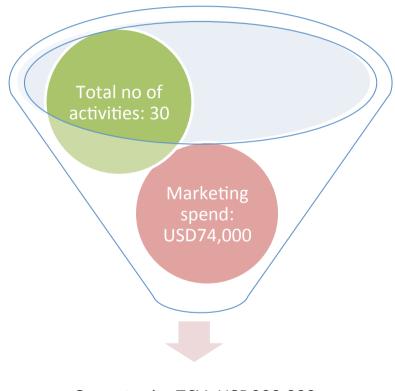
▼ ANZ	18
Zimbra BSP - Authorized	15
Zimbra BSP - Gold	1
Zimbra BSP - Silver	2
▼ ASEAN	24
Zimbra BSP - Authorized	18
Zimbra BSP - Gold	3
Zimbra BSP - Silver	3
🔻 India - SAARC	9
Zimbra BSP - Authorized	4
Zimbra BSP - Gold	1
Zimbra BSP - Silver	4
🔻 Greater China + Korea	7
Zimbra BSP - Authorized	4
Zimbra BSP - Gold	1
Zimbra BSP - Silver	2

#### **TOTAL NO OF VAR - 326**



V ANZ	25
Zimbra VAR - Authorized	25
🔻 ASEAN	132
Zimbra VAR - Authorized	128
Zimbra VAR - Gold	2
Zimbra VAR - Silver	2
🔻 India - SAARC	127
Zimbra VAR - Authorized	125
Zimbra VAR - Gold	1
Zimbra VAR - Silver	1
🔻 Greater China + Korea	42
Zimbra VAR - Authorized	42

#### **FY16 APXJ FIELD MARKETING**



Opportunity TCV: USD900,000

- Co-funded and supported more than 30 activities with distributors, aggregators and partners. To name a few
  - GCH: Ingram Micro Shanghai, Softnext Taiwan
  - ASEAN: Jabetto Indonesia, Ardent Philippines, Tuah Packet Malaysia
  - India SAARC: Logix India, NDS Pakistan
- 29% of the leads generated from these activites was converted into opportunites with value

#### ZIMBRA PARTNER SUMMIT 2016 - NORTH & SOUTHEAST ASIA

- The first Zimbra APxJ Partner Summit was held in Bangkok on 28 April 28 2016.
- We had over 80 attendees from over 40 partners in the North Asia and South East Asia region.
- Himesh Bhise, Synacor CEO & Brent Rhymes, Synacor EVP kicked off the event.
- The partner summit ended on a high note with a Partner Appreciation Dinner during which awards were given out to deserving partners in recognition of their contribution.



#### **2017 FIRST: PLATINUM BSP IN APXJ**

- Press conference hosted by INET, Synacor and Rhipe Technology (Thailand) Co. Ltd
- INET and Synacor expand Zimbra partnership to serve enterprise, small and mid-sized customer in Thailand



#### **2017 FIRST: ZIMBRA INNOVATION PROGRAM WITH MUT**

- Mahanakorn University of Technology and Synacor launch Zimbra Innovation Center
- Collaboration focused on enhancing academic curriculum to improve technical knowledge and competency, including email and collaboration platforms



#### **2017 FIRST: APXJ SALES ACCREDITATION PROGRAM**

What is an Accredited Sales – and should you become one?

*What is a Zimbra Accredited Sales?* Achieved through a certification and accreditation program designed for individuals in a sales role within an authorized VAR

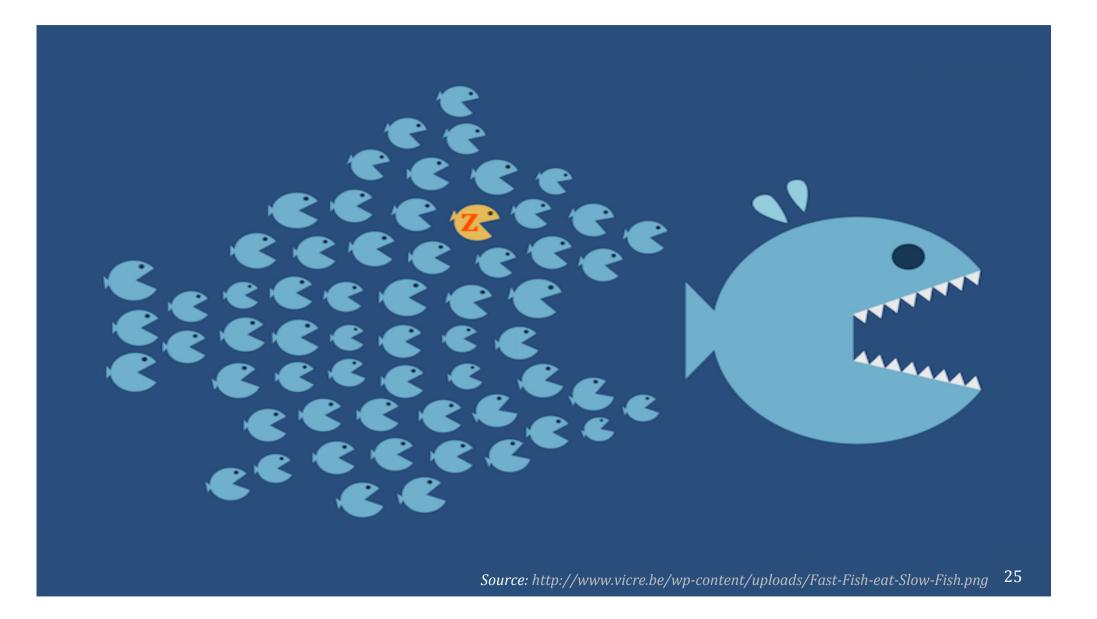
**Example Roles Include:** Territory Sales, Licensing Specialist, Sales Executives, Consultant, Account Manager, Field Sales Rep., Telesales Rep., Solution Sales Rep.

**Benefits of Accreditation:** Accelerate sales, Differentiate yourself, Showcase your credentials

- Zimbra APxJ introduces the Zimbra Sales Accreditation Program

The program enables partners to:

- gain the knowledge required to better recognize sales opportunities
- map specific client needs to the Zimbra offerings
- manage objection handling as part of the discovery process
- ensure deeper engagements with customer



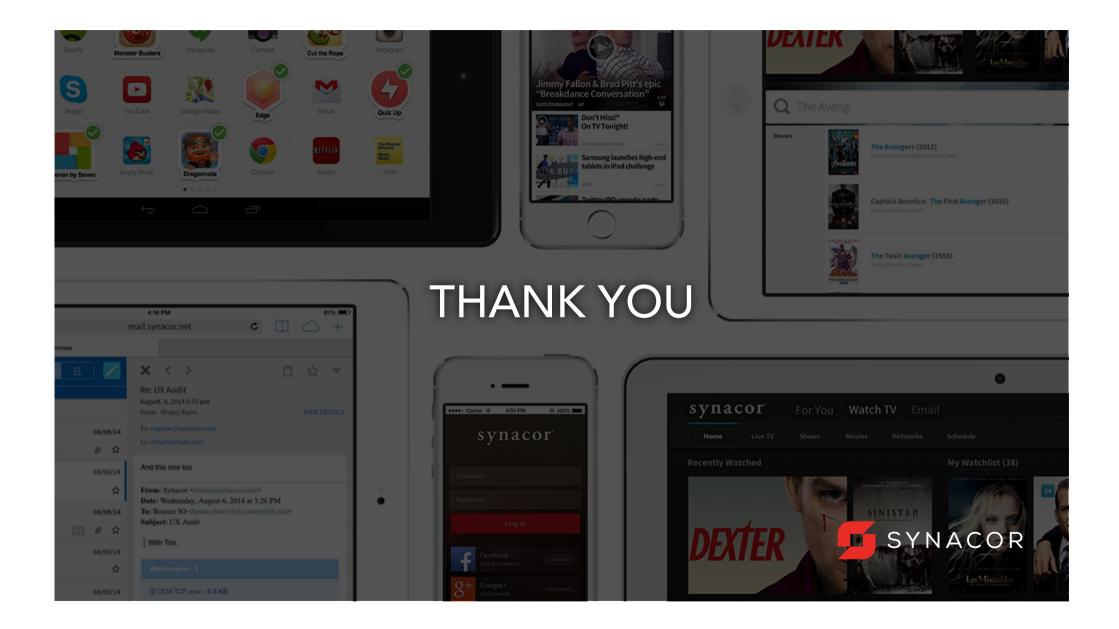


#### SO WHAT ELSE HAS HAPPEN SINCE WE LAST SPOKE?

- How is the OSE Support Program?
- What is the deal with Zimbra's OnLine Store?
- What is Zimbra's new relationship w/ Zextras?
- How does Zimbra plan to leverage the Open Source community?
- Other questions?

#### **SO LET'S TALK!**





#### Synacor Presents Zimbra APxJ Partner Summit 2017

ANANTARA SIAM BANGKOK HOTEL BANGKOK, THAILAND. AUGUST 3 & 4 2017

The Radicati Group, Inc. - A Technology Market Research Firm





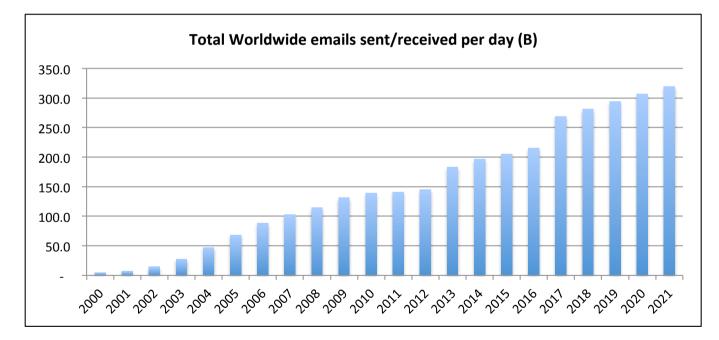


## IS EMAIL DEAD?

THE RADICATI GROUP, INC. Sponsive elements!! ATCHNOLOGY MARKET RESEARCH FIRM	And a service of the
	I ANDRE CAN PAS

#### **EMAIL TRAFFIC IS GROWING**

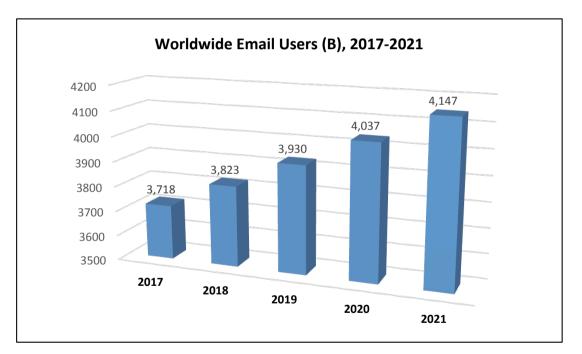
- Email traffic continues to grow with both business and consumer users •
  - > 269 billion emails/day in 2017 growing to over 319 billion by 2021



HE RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

#### **EMAIL USERS CONTINUE TO GROW**

Email users are growing from 3.7 billion in 2017 to over 4.1 billion by 2021 ٠



HE RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

#### **EMAIL IS STILL CRITICAL TODAY**

- All e-Commerce is based on having an email address
- Email is "sticky"
- Email "must" work at all times (users expect constant "dial-tone" like the telephone)
- Users "tolerate" ads but only when they are relevant



# CHALLENGES

THE RADICATI GROUP, INC. A TECHNOLOGY MARKET RESEARCH FIRM The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

#### 35

#### **EMAIL: PAST**

• Email used to be simple



Email

@

Contacts

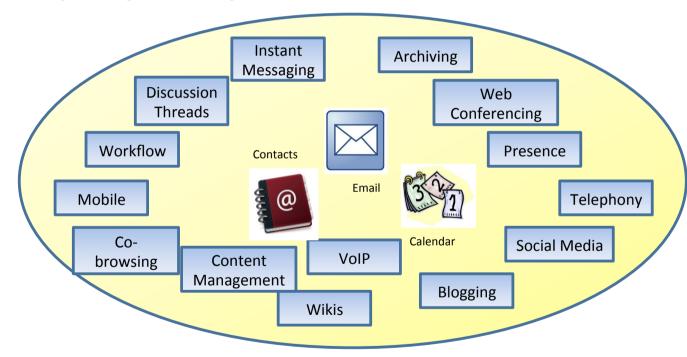


#### Calendar



#### **EMAIL: TODAY**

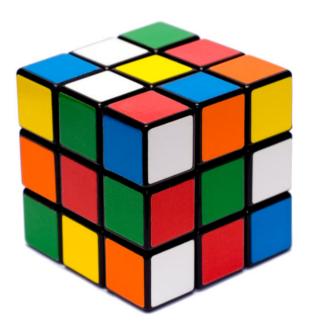
Now Messaging services/platforms must deliver advanced features and • functionality that go well beyond email.



THE RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

### SERVICE PROVIDER CHALLENGES

- Growing Subscriber Base means providers • need unprecedented scalability and reliability.
- Users are always asking for "more" requires ٠ flexibility and extensibility.
- Mobility most users access email from mobile phones.
- Low Platform TCO necessary to allow Service • Providers to retain margins, while simultaneously offering a feature-rich platform to users.



# CHOOSING A MESSAGING PLATFORM

SYNACOR

E RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

### **KEY MESSAGING PLATFORM SELECTION CRITERIA**

- Backend Architecture
- Front-end Architecture
- Security AV/AS
- Migration
- Monetization





## **BACKEND ARCHITECTURE**

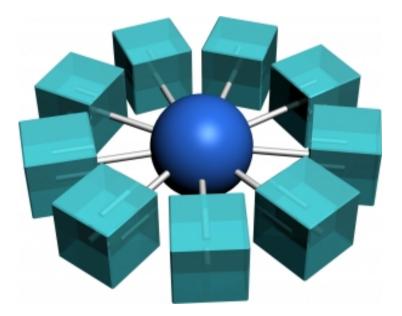
Scalable, Geo-Redundant

Stateless for High Availability

Separation of MTA, Message Store, User Frontend, Proxies

Seamless fail-over design, no downtime required for changes/upgrades

Traffic Management/Optimization





## **FRONT-END ARCHITECTURE**

- HTML5 for better content delivery across • mobile and all type of devices
- IMAP4 asynchronous operation, better access • to messages from multiple devices
- APIs for easy integration/customization with • other services
- Plug-ins & widgets for app customization ٠





HE RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited 42

#### **SECURITY AV/AS**

- Multiple, layered AV/AS protection often ٠ as many as 2 or 3 from different vendors
- Reputation Threat Intelligence Network •
- Phishing, Spear-Phishing protection ٠







**HE RADICATI GROUP, INC.** The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

#### **USER MIGRATION**

Critical not to lose users

Users don't read and don't follow instructions

Need 1-click user migration or as close as possible to it









THE RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

#### **MONETIZATION**

- Must be Analytics driven and learn from user behavior/interests
- Users "tolerate" ads but only when they are relevant
- Need good integration of search, ad serving and partnerships with eCommerce sites/sources





## A Comp arket View MARKET DRANTS

The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

E RADICATI GROUP, INC. A TECHNOLOGY MARKET RESEARCH FIRM

SYNACOR

## A COMPETITIVE MARKET VIEW

Radicati Market Quadrants divide the market into 4 sectors:

- **Top Players** market leaders with products that offer, both breadth and depth of functionality, as well as possess a solid vision for the future.
- **Trail Blazers** offer advanced, best of breed technology, in some areas of their solutions, but don't necessarily have all the features to be a Top Player.
- **Specialists** emerging players or niche vendors.
- Mature Players established vendors with strong technology, butmay have slowed down innovation and are no longer "movers and shakers"

THE RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited

#### HOW WE EVALUATE VENDORS

Vendors are evaluated according to 2 criteria: *Functionality* and *Strategic Vision*.

**Functionality** - is based on the breadth and depth of features. All functionality need not be the vendor's own original technology, but it should be fully integrated and available for deployment when the solution is purchased.

Strategic Vision - the vendor's strategic direction, which comprises: a full understanding of customer needs, ability to deliver through attractive pricing and channel models, solid customer support, and strong on-going innovation.



#### **METHODOLOGY**

- Vendor Interviews
- Customer Interviews
- Conversations with partners, resellers and VARs
- Our own analyst experience going back to 1993



#### MARKET QUADRANT - MESSAGING PLATFORMS FOR SERVICE PROVIDERS

High	Mature Players	Top Players
_ ♠	Oracle •	Synchronoss .
		Open-Xchange •
		Zimbra •
- ty		
ilali		
Functionality	Microsoft •	
nnc	IceWarp •	
Ē	HyperOffice •	
	atmail • Rockliffe •	
	Axigen •	
Low	Specialists	Trail Blazers
-	Low ————— Strateg	gic Vision ──── → High

#### Radicati Market Quadrant<sup>™</sup>

THE RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited 50

#### **KEY STRONG POINTS FOR ZIMBRA**

- Easy to deploy but full featured •
- Available on-premises, cloud, hybrid, or SaaS •
- Provide users with control over physical location where data is stored •
- Zimlets and APIs allow easy extension and customization •
- Zimbra Talk for text, voice, and video integrated into the user interface •



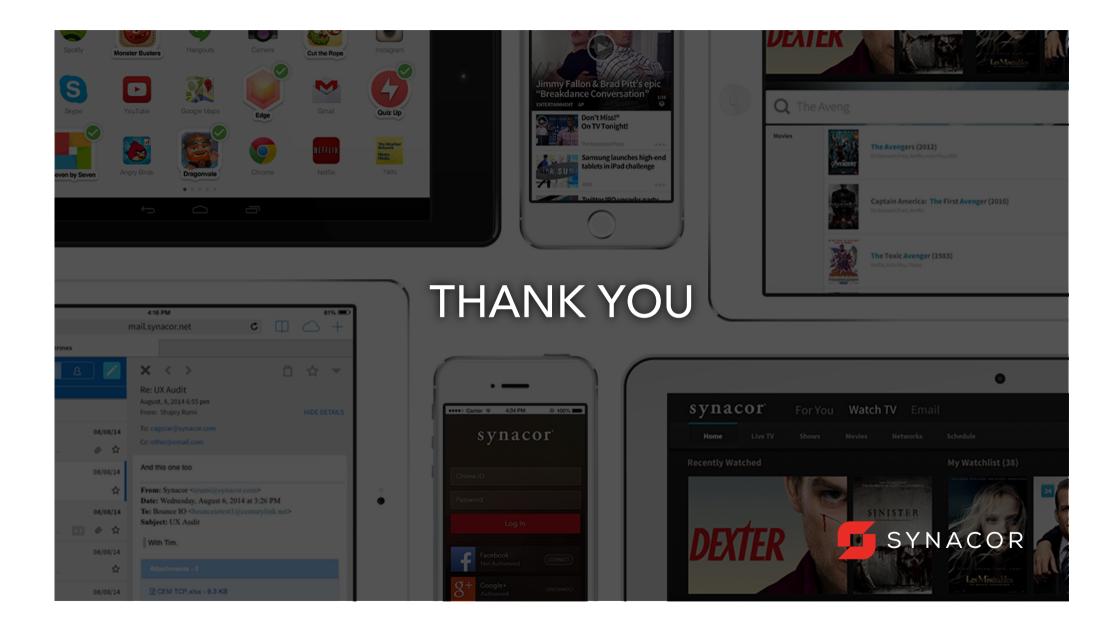
#### **MORE INFO**

• Download the full report: "Messaging Platforms for Service Providers, 2017" here:

https://info.zimbra.com/radicati-ranks-zimbra-top-player



THE RADICATI GROUP, INC. The Radicati Group, Inc. Copyright © August 2017, Proprietary & Confidential Reproduction Prohibited



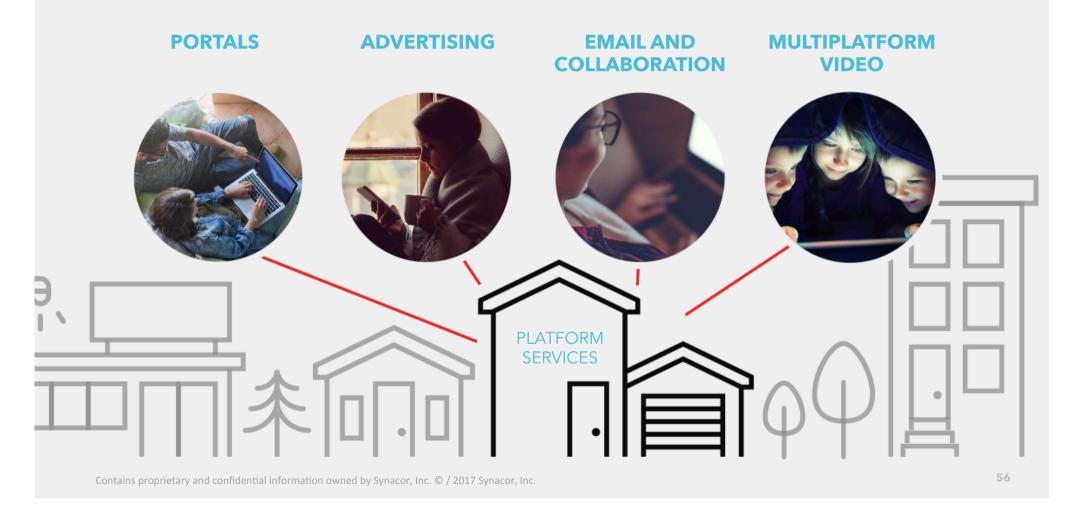
## August 2017 **ZIMBRA PRODUCT UPDATE** ERYNN PETERSEN VP, EMAIL AND COLLABORATION

## AGENDA

Synacor Company Update

Zimbra Email and Collaboration

## **ENGAGING CONSUMERS**



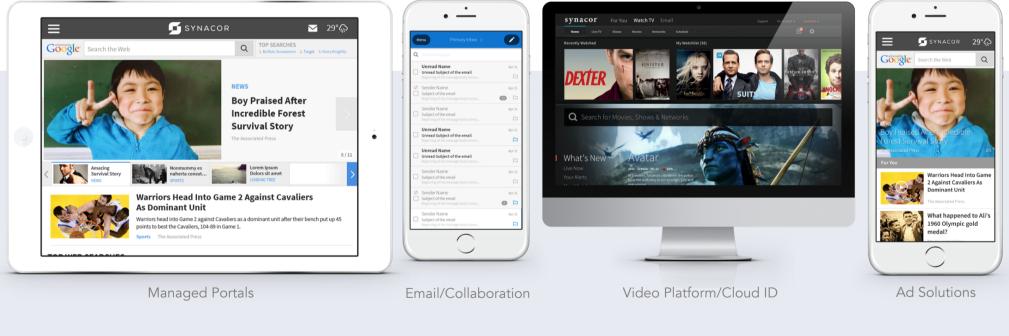
## MISSION

# We enable our customers to better engage with their consumers

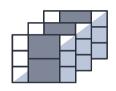


## TRUSTED TECHNOLOGY DEVELOPMENT, MULTIPLATFORM SERVICES AND REVENUE PARTNER

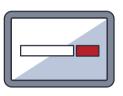
500M mailboxes globally • 9.5 M Hosted email customers • Operate 50 portals 195M monthly portal visitors • Authentication Reaches 90M Pay TV subscribers



## SIGNIFICANT SCALE IN SYNACOR'S CORE OFFERINGS



**25 Million** Videos Streamed Per Month



**35 Million** Searches Per Month



**50 Portals** 



**195 Million** Monthly Visitors



**430** Video and Content Partners



**1 Billion** Page Views Per Month



**2.8+ Trillion** Email Login Per Month (Synacor-Hosted)

				-	-				
--	--	--	--	---	---	--	--	--	--

**4 Billion** Ad Impressions Per Month



**90M Pay TV Subs** Authentication Reach

Contains proprietary and confidential information owned by Synacor, Inc.  $\ensuremath{\mathbb{C}}$  / 2017 Synacor, Inc.

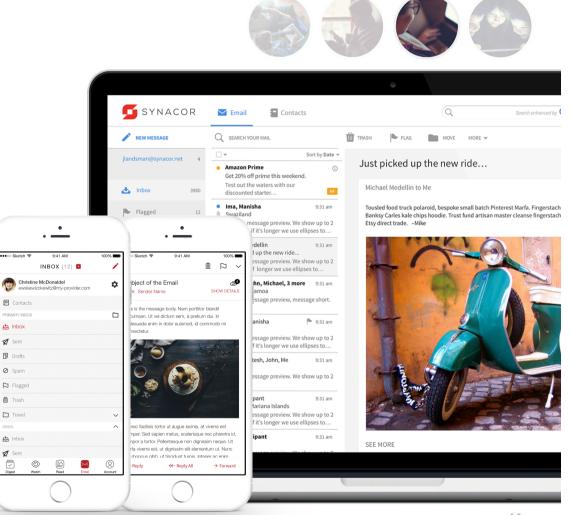
## **BLUE-CHIP CUSTOMERS AND PARTNERS**

120 Service Providers, 1,000 Government Agencies, 2,500 Businesses, 1,000 Publishers



#### **EMAIL & COLLABORATION** OPEN, SECURE, PRIVATE PRODUCT SUITE

- Powering ~500M mailboxes one of the largest providers of white label email in the world
- Offered as packaged, on-prem software, and as a fully managed & hosted solution
- Unmatched migration
   & hosting capability
- Serving service providers, government agencies, and business enterprises



## What's changed since August 2016? **EXECUTIVE SUMMARY EXAMPLE AUGUST 2016**

	and the second s
	a second se
	and the second second and second second second second
ALE I AND THE REPORT OF CALL AND A DATE	and because concerning to the state of the state
I faith and the second	A D product removale This can a series
Castroneers Tomiting	A state of the sta
EEEE 42-41 contact US manage	2) product remplay (+13) -
/ El El I - comos inspat	a) product Template (441
	a product remptate quitting
	(3.5) product template 14.4] media Libiont Thata corany temp
	and the watter for a way tento.
* responsive elements!	
Contains proprietary and confidential information owned by Synacor, Inc. © / 2017 Synacor, Inc.	
Contains proprietary and confidential information owned by Synacor, Inc. © / 2017 Synacor, Inc.	62 62 62

## SYNACOR'S HOSTED SERVICE PROVIDER BUSINESS IS GROWING

Over last 6 months, Synacor has grown it's hosted email base by **2.1M mailboxes** (off of a base of 9M)

Windstream

Antietam Cable

#### Synacor has also **renewed/expanded 7M+ hosted mailboxes**

CenturyLink Cincinnati Bell Wide Open West

Hughes

Cablevision Argentina

Note: Numbers above represent <u>active</u> mailbox counts Contains proprietary and confidential information owned by Synacor, Inc. © / 2017 Synacor, Inc.











63

### WHAT'S CHANGED

Customer Needs		Synacor's Response
Separate Front-End, Responsive UI	<b>√</b>	Zimbra's NextGen UI is independent of backend and fully responsive
Mobile Changes	1	Zimbra's NextGen UI scales immediately to Mobile Experience
99.999% Availability	1	New Traffic Manager along with HA project initiatives (Raft logging, Containerization, IMAP Service)
RFC Compliance	<b>√</b>	Updates to IMAP service and SIEVE work in Zimbra 8.8
Scaling and Performance	<	IMAP Service factoring, Ephemeral Data Optimization

## **SYNACOR EMAIL SOLUTIONS**

WHAT'S CHANGED SINCE JUNE 2016

Engineering Approach	<ul> <li>Implementation of Open Source Model and Innovation</li> <li>Big Code Base &gt;&gt; Component/Services Model</li> <li>Product Roadmaps are set but agile to prioritize Customer Needs</li> </ul>
Release Acceleration	<ul> <li>Quarterly Releases March 2017 and June 2017</li> <li>Bi-weekly Patch Releases</li> <li>Meeting Roadmap targets as promised</li> </ul>
Open Source Community Engagement	<ul> <li>Over 54 Contributors since March 21<sup>st</sup> with Github</li> <li>New Zimlets and Integrations</li> <li>Zimbra COMMIT events in NYC and San Francisco</li> </ul>
Technical Delivery	<ul> <li>HA Traffic Management Layer to be featured by Amazon</li> <li>Universal UI – Classic Zimbra with new Look and Feel</li> <li>Front/Back End Separation</li> <li>IMAP Server Improvements</li> </ul>

#### ENGINEERING APPROACH OPEN SOURCE STRATEGY HAS UNLEASHED INNOVATION

#### TURNING EMAIL ON ITS HEAD

- Synacor is rethinking email innovation from the inside out and from the ground up
- We fundamentally believe in the wisdom of open source collaboration to drive innovation vs. traditional vendor lock-in models

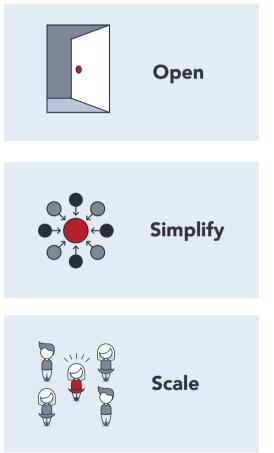
#### TAKES ADVANTAGE OF MAJOR TRENDS

- Major innovations in personal communication have migrated from email to collaboration, messaging and other tools. Email, still an essential tool, is not left behind but the contours of the email landscape will change over the next decade
- The rise of the cloud, proliferation of APIs and shift to open source development make an open source solution a fundamental element of the next gen platform

#### BECOME THE OPENSTACK OF THE EMAIL INDUSTRY

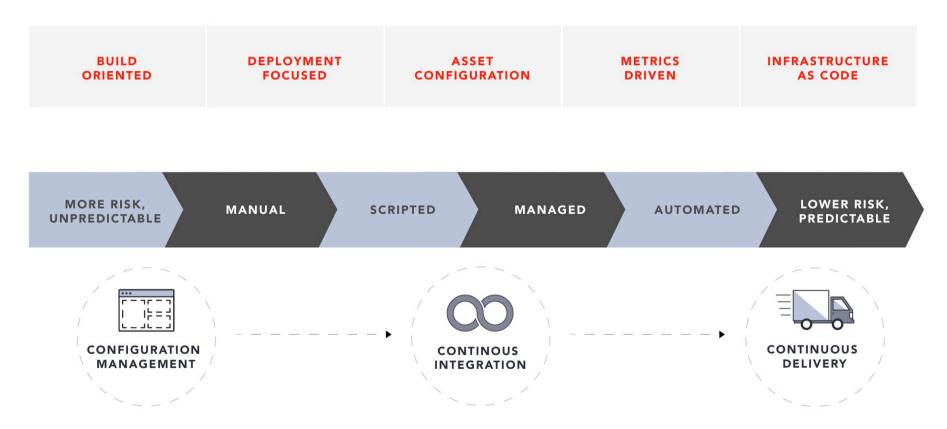
- Zimbra Email, is uniquely positioned with its 500 million consumer, government and enterprise users to leverage its awesome scale of active users
- We intend to invest in the wisdom of collaboration and scale in an open source approach to break down proprietary barriers inhibiting innovation
- Synacor wants to do for email and collaboration what OpenStack did for the cloud industry

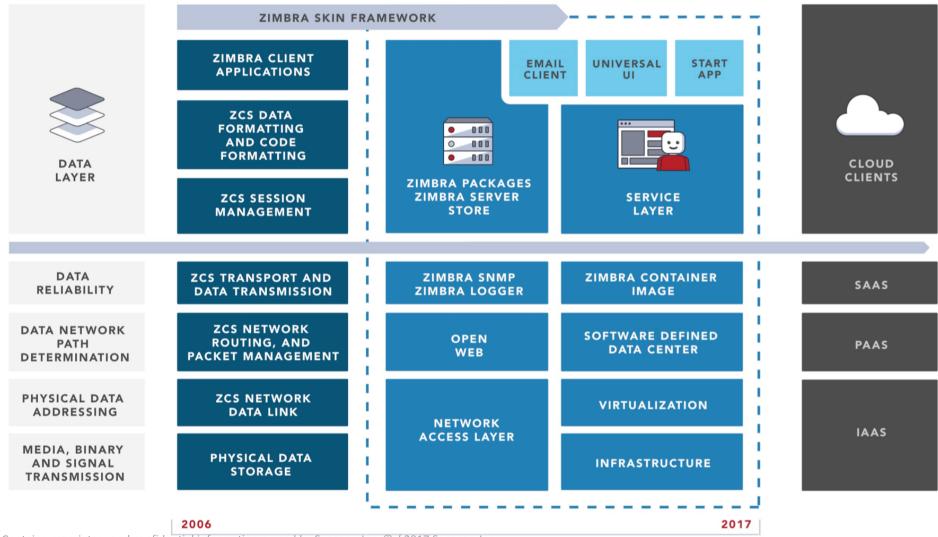
#### ENGINEERING APPROACH HOW SYNACOR IS APPROACHING OPEN SOURCE



- Re-established and hosted Zimbra OS Project Technical Industry V- Team resulting in plan for next gen, scalable architecture and new UIs
- Team of industry experts working today on the current architecture and the next gen Zimbra Email and Collaboration Suite
- By providing APIs, enabling better participation of third parties, and improving visibility we increase the number of partners and suppliers we can engage with.
- Weeding out complexity in our services and operations is allowing us to look to support more nimble business models.
- Rapid development of the tools and functions required to accept and integrate contributions from third party developers
- Meeting evolving customers needs means understanding how to scale including traffic growth, diversity of messaging types, and diversity of performance and reliability expectations across a broad customer base
- Our open source projects rely on a worldwide network of high performing engineers

#### ENGINEERING APPROACH CONTINUOUS DELIVERY WILL ACCELERATE PRODUCT ENHANCEMENTS





## RELEASE ACCELERATION 24X7 EPICS AND BEACHHEAD PROJECTS

#### Overall goal: Deliver 24x7 with latency-tolerant architecture and a software driven infrastructure

#### 1. Increase engineering velocity and quality

- Invest in a continuously integrating build environment
- Make project available in public repository
- Setup up CI server to monitor changes, build, and run unit/integration tests
- Significantly increase automated test coverage of the project

#### 2. Deliver Fault-tolerant Mail Platform Architecture with software driven infrastructure (Always On)

- Invest in infrastructure to support an IT Ops team delivering 99.999 uptime; applying what we learn at Synacor
- Build a traffic management layer to automate movement of accounts across boxes
- Wrap existing production code and (optionally) existing deployment automations with orchestration

#### 3. Deliver Zimbra 24x7 Fault Tolerance and Performance Upgrades

- RAFT consensus algorithm based worker pools
- Remote IMAP & POP node and IMAP as an independently scalable service
- Separate backend platform from application layer
- No downtime upgrades with virtualized mailbox services

#### 4. Increase stability and engineering velocity through service virtualization

- Move business logic into APIs
- Build GraphQL endpoint covering User, Source, Message, and Folder data types
- Clearly separate backend platform from application layer

#### RELEASE ACCELERATION ZIMBRA COLLABORATION RELEASE CADENCE 2017

Zimbra Collaboration Release Cadence for 2017

#### **Zimbra Maintenance Releases**

• Frequency: Every other Thursday

#### Zimbra Platform Releases

• Frequency: Quarterly, Thursday of the second week of the last month of the quarter



#### RELEASE ACCELERATION IMPROVED RELEASE PROCESS AND DOCUMENTATION

#### Improved velocity: <a href="https://wiki.zimbra.com/wiki/Zimbra Releases">https://wiki.zimbra.com/wiki/Zimbra Releases</a>

Zimbra Wiki > Zimbra Releases

#### Zimbra Product Releases

#### Zimbra Collaboration

Zimbra release notes are specific to each version of the server. Select your version from the list below to see the release notes for it.

Release	Codename	Patch Level	Third-Party Patch Level	General Availability
8.7.9 GA Release	JudasPriest	No released patches	No released patches	✔ 05/11/2017
8.7.8 Early Developer Release	JudasPriest	No released patches	No released patches	✔ 04/27/2017
8.7.7 GA Release	JudasPriest	No released patches	No released patches	✔ 04/13/2017
8.7.6 GA Release	JudasPriest	No released patches	No released patches	✔ 03/30/2017
8.7.5 GA Release	JudasPriest	No released patches	No released patches	✓ 03/16/2017
8.7.4 GA Release	JudasPriest	No released patches	No released patches	✓ 03/02/2017
8.7.3 GA Release	JudasPriest	No released patches	No released patches	✔ 02/17/2017
8.7.2 GA Release	JudasPriest	No released patches	No released patches	✔ 02/02/2017
8.7.1 GA Release	JudasPriest	No released patches	No released patches	✓ 10/27/2016

#### Zimbra Collaboration 8.7.9 GA Release

Check out the **"Fixed Issues"** and **"Known Issues"** for this version of Zimbra Collaboration below. As always, you're encouraged to tell us what you think in the Forums, or file a bug in **Bugzilla a.** If interested, please see a complete list of changes in this release in the next Table, for a detailed Bugzilla list, please use this report **a** 

To upgrade to version 8.7.9 from ZCS 7.2.x or later, please check our upgrade documentation a.

For supported operating systems and browsers please check our supported systems documentation a.

Zimbra Drive early release Feature Improvements	<ul> <li>Added full working Search feature</li> <li>Smart case insensitive query parsing</li> <li>Preview and most operations available</li> <li>Added NewFolder button in Move Dialog</li> <li>Added Zimbra Drive icon and browser tab title</li> </ul>
	- Added some checks to prevent illegal actions
Zimbra Drive <b>early release</b> Bug Fix	<ul> <li>Fixed several zimbra drive folders management</li> <li>Fixed a rename folder bug</li> <li>Disable wrong operations on root folder</li> </ul>
	- Revisited all listeners functions
Fixed Is:	sues
	grade from 877 to 878 failed due to Idap schema violation
107891 🙆 Up	
107891 a Up 107843 a Ins	grade from 877 to 878 failed due to Idap schema violation
107891 a Up 107843 a Ins 107944 a Ina	grade from 877 to 878 failed due to Idap schema violation talling/upgrading Zimbra to 8.7.6 when /opt/zimbra is a symlink breaks all Zimlets

#### OPEN SOURCE ENGAGEMENT ZIMBRA COMMUNITY INVOLVEMENT

Control Autor 20:5-1347 Added upgrade step for 20:5 879     Listed commit 4:7:4% 3 days app     Secure 20:5-1347 Added upgrade step for 20:5 879     Listed commit 4:7:4% 3 days app     Secure 20:5-1347 Added upgrade step for 20:5 879     Listed commit 4:7:4% 3 days app     Secure 20:5-1347 Added upgrade step for 20:5 879     Listed commit 4:7:4% 3 days app     Secure 20:5-1347 Added upgrade step for 20:5 879     Listed commit 4:7:4% 3 days app     Secure 20:5-1347 Added upgrade step for 20:5 879     Listed commit 4:7:4% 3 days app     Secure 20:5-1347 Added upgrade step for 20:5 879     Listed commit 4:7:4% 3 days app     Secure 20:5-1347 Added upgrade step for 20:5 879     Listed commit 4:7:4% 3 days app     Secure 20:5-1347 Added upgrade step for 20:5 879     Secure 20:5-1347     Secure 20:5-1347 Added upgrade step for 20:5 879     Secure 20:5-1347     Secure 20:5     Secure 20:5-1347     Secure 20:5-134		GitHub, Inc. [US] https://github.c	com/Zimbra/zm-build mbra 💈 Synacor Mail 🔤 Yahoo Mail 👳 Google N	☆		
Image: README.md       Update README.md       a month ago         Image: Dublid.pl       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MINOR,MICRO       20 days ago         Image: Doingib.build.in       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago				Issues Gist	+• 📵 •	
Image: README.md       Update README.md       a month ago         Image: Dublid.pl       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MINOR,MICRO       20 days ago         Image: Doingib.build.in       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago		🖟 Zimbra / <b>zm-build</b>			• • 24 ★ Star 11 % Fork 7	
Image: README.md       Update README.md       a month ago         Image: Duild.pl       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MICRON       20 days ago         Image: Doingb, build.in       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago		<> Code 11 Pull	requests 1 Projects 0 Pulse	II Graphs		
Image: README.md       Update README.md       a month ago         Image: Duild.pl       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MICRON       20 days ago         Image: Doingb, build.in       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago		build for Zimbra				
Image: README.md       Update README.md       a month ago         Image: Duild.pl       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MICRON       20 days ago         Image: Doingb, build.in       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago		T 36,902 co	mmits ŷ <b>8</b> branches	♥ 2 releases	23 contributors	MEL
Image: README.md       Update README.md       a month ago         Image: Duild.pl       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MICRON       20 days ago         Image: Doingb, build.in       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago	Agrees	Branch: develop -	New pull request	Create new file Uploa	ad files Find file Clone or download -	SIN SING
Image: Read ME.md       update README.md       a month ago         Image: Molder Method       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MINOR,MICRO       20 days ago         Image: Molder Method       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago	TON NOT	Prashantsurana Z	CS-1347 Added upgrade step for ZCS 879		Latest commit 48f7d4b 3 days ago	SUVILLETPO
Image: Read ME.md       update README.md       a month ago         Image: Molder Method       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MINOR,MICRO       20 days ago         Image: Molder Method       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago	albula 2124	in RE	ZCS-481 - Build version info files will be in s	ync with the command I	4 months ago	-02
Image: Read ME.md       update README.md       a month ago         Image: Molder Method       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MINOR,MICRO       20 days ago         Image: Molder Method       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago	antitue ce 51	instructions	ZCS-984 Upgrading xercesImpl to 2.9.1-pat	ch-01 (#14)	13 days ago	
Image: Read ME.md       update README.md       a month ago         Image: Molder Method       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MINOR,MICRO       20 days ago         Image: Molder Method       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago	COUL SINCE	iib/Zimbra	Bug: 105196		11 months ago	
Image: README.md       Update README.md       a month ago         Image: Read month ago       Added GLOBAL_BUILD_RELEASE_NO_MAJOR,MINOR,MICRO       20 days ago         Image: Read month ago       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago	Bes - St	rpmconf	ZCS-1347 Added upgrade step for ZCS 879		3 days ago	
Image: README.md       Update README.md       a month ago         Image: Display the start of the s	-	igitignore	.gitignore ZCS-481 - Build version info files will be in sync with the command I			
Image: Strain		.project	update the project files so dependencies between		12 years ago	
Config.build.in       ZCS-979 - Addedgit-overrides 'a=b' option to allow building from s       2 months ago		README.md				
		🖹 build.pl				
III README.md		Config.build.in	ZCS-979 - Addedgit-overrides 'a=b' optio	n to allow building from s	2 months ago	
		III README.md				

Contains proprietary and confidential information owned by Synacor, Inc. © / 2017 Synacor, Inc.

#### TECHNICAL DELIVERY ZIMBRA 8.7+ UPDATES - 7/13/16 - 8/1/17

#### Zimbra Package Repository

- Open Source Build on GitHub
- Allows component updates without a full Zimbra upgrade
- Processes and Applies Package dependencies
- Reduction in Zimbra Binary Sizes

#### **Security Improvements**

- 2700+ bug fixes
- Two-factor Authentication
- 3<sup>rd</sup> Party Pen Test Validation
- User based MDM from Web Client

#### Server Backend

- IMAP Service Optimization
- OpenLDAP Updates for MMR
- Ephemeral Data Optimization
- SSL Server Name Identification (SNI)

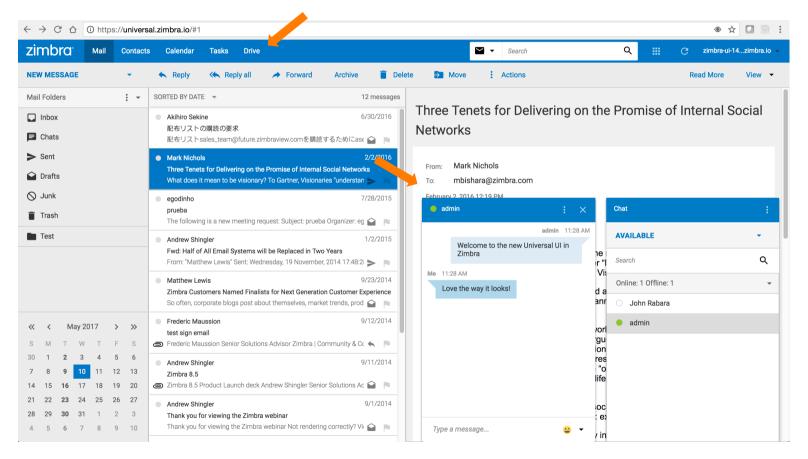
#### Zimbra Desktop 7.8.3

- Major enhancements
- Auto-archiving
- Password Lock
- Two-factor authentication

#### Zimbra Client Updates

- New Universal UI
- Zimbra Talk Full Integration with Chat/Video Conferencing
- Zimbra Drive Beta Integration with OwnCloud/ NextCloud
- Updates to Unified Communications Extensions
- EWS Improvements

#### TECHNICAL DELIVERY ZIMBRA 8.8 - CHAT, DRIVE, UNIVERSAL UI



Contains proprietary and confidential information owned by Synacor, Inc. © / 2017 Synacor, Inc.

#### TECHNICAL DELIVERY

#### TRAFFIC MANAGEMENT LAYER

- Synacor's Traffic Management Layer to be featured by AWS learning
- Auto Load Balancing, Server Lifecycle Management

#### FRONT-END/BACK-END SEPARATION

- New Responsive Front-end based on React
- Establishment of Remote IMAP Service
- Better IMAP RFC Compliance

#### SERVER IMPROVEMENTS

- Raft Logging
- Ephemeral Data Store (8.7)
- Expanded SIEVE Compliance (8.8)







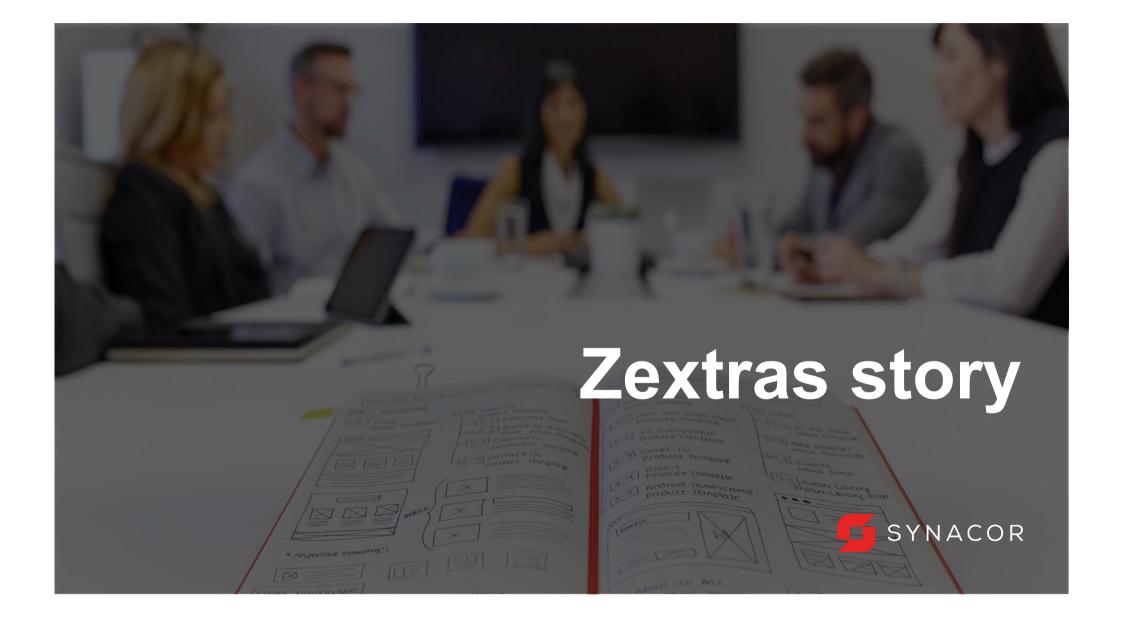
#### **RELEASE ACCELERATION EMAIL PRODUCT ROADMAP**

Development Area	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Applications	<ul> <li>Updated Zimbra UIs with Chat, Talk, and Drive</li> </ul>	<ul> <li>Synacor Start App with Email</li> <li>Separate Zimbra application presentation from business and data-access logic</li> </ul>	<ul> <li>A/B Tooling and Monitoring</li> <li>Incorporation of 3<sup>rd</sup> Party Microservices</li> </ul>	<ul> <li>Enhanced Email, Chat, Talk, and Safe</li> <li>Enhanced web capabilities</li> </ul>
Legacy Zimbra Upgrades	<ul> <li>High Availability Phase 1</li> <li>IMAP performance optimizations</li> <li>Ephemeral data optimization</li> <li>System logging improvements</li> </ul>	<ul> <li>High Availability Phase 1</li> <li>Raft log separation</li> <li>Raft first operations begins</li> <li>Asynchronous blob deletion</li> </ul>	<ul><li>High Availability Phase 1</li><li>Raft log implementation</li><li>Raft first operations complete</li><li>Native mailbox worker</li></ul>	High Availability Phase 2 • Raft log delivery • Virtual mailbox
Services Development	<ul> <li>Roadmap for Zimbra Services</li> <li>Release of first stateless services</li> <li>Release of POC of Initial Microservices</li> </ul>	<ul> <li>Extract Zimbra modules and refactor first 3 into services</li> <li>Service Discovery and Request Routing</li> <li>Develop anti-corruption layer</li> </ul>	<ul> <li>Continue release of additional decoupled services</li> <li>Release flexibly upgrade and replacement plan for legacy API</li> </ul>	<ul> <li>Release integrated 3<sup>rd</sup> party services</li> <li>Flexible upgrade path for SCAPI</li> </ul>
Infrastructure	<ul> <li>Traffic Management POC</li> <li>Load Balancing POC</li> <li>Automated Monitoring Enhancements</li> </ul>	<ul> <li>Release Traffic Management Layer for Synacor</li> <li>Release Load Balancing for Synacor</li> </ul>	<ul> <li>Cloud agnostic monitoring, traffic management, and load balancing</li> </ul>	• Data-Access layer and programmatic access of infrastructure components
Security ** Targeted release ba	<ul> <li>S/MIME Upgrade</li> <li>Zimbra Drive</li> <li>sed on scoping which is underway</li> </ul>	<ul><li>Security Policy Configuration</li><li>Register/Certified Email</li><li>Anti-phishing enhancements</li></ul>	<ul><li>Anti-spam enhancements</li><li>End to End Encryption POC</li></ul>	• S/MIME V2

## August 2017 THANK YOU







#### ZEXTRAS

## 1998...

StudioStorti was Founded in 1998 as Open Source System Integrator

Became The main Zimbra Integrator in Europe since 2004 working only with public sector and huge corporations.

Zextras Project immediately started to extend Zimbra to match Customers' needs

Founded as Spin-off, in 2010, Zextras became an autonomous company to bring to the market Zextras Suite as product.

Starting from the end of 2015 we started with Synacor a joint path to improve and innovate Zimbra

September 2016 First public news about Zimbra / Zextras Agreement

# ... Bangkok today

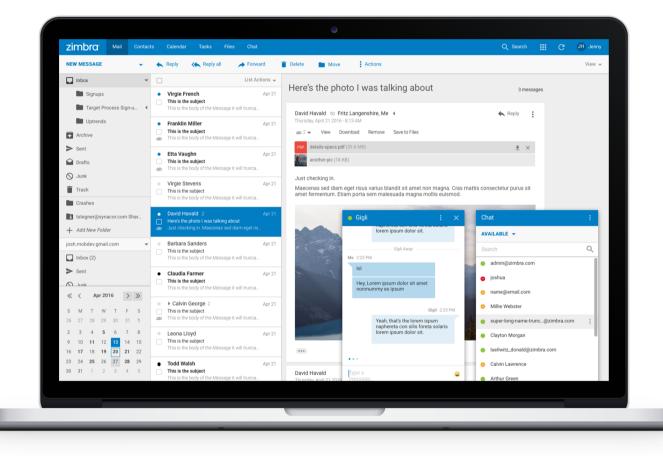


#### Paolo Storti Founder and C.E.O ZEXTRAS



#### Alberto Pittoni Sales Director ZEXTRAS

# The wait is over Zimbra chat SYNACOR



#### **Zimbra CHAT**



#### **Buddy list Management**

Invite and remove users from your buddylist at will, assign Nicknames, send IM conversations via email.



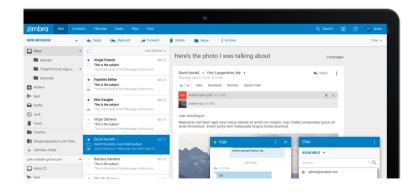
#### **Chat history Management**

Every conversation is saved by Chat for future reference, and accessible from the "Chats" folder.

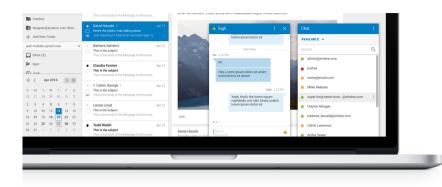


#### Hundred of Emojis

Embellish your chat conversations with a large set of open source emojis, courtesy of Emoji One.



#### Zimbra CHAT



#### **Zimbra CHAT**



#### **Status Management**

Switch between 4 different messages to inform your buddies about your status: Available, Away, Do Not Disturb or Invisible.



#### **User Preferences**

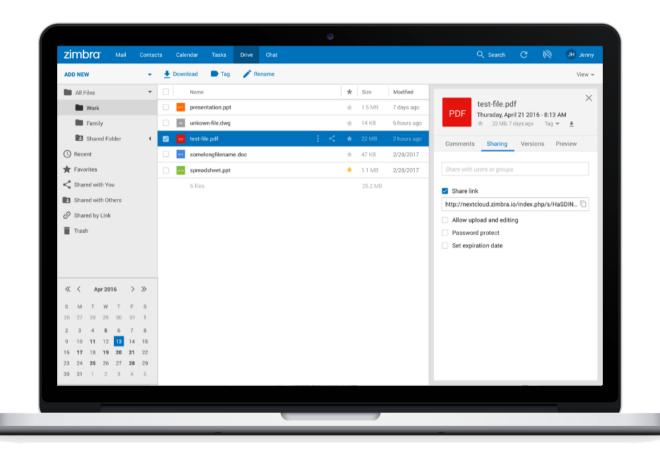
Manage buddylists, notifications and inactivity settings from the "Preferences" tab of the Zimbra Web Client.



#### **No Server Configuration**

Zimbra Chat works out-ofthe-box. Just enable the Zimbra Chat Zimlet and your users are ready to start chatting.

# Enterprise file Sync and Share Zimbra Drive SYNACOR



#### Zimbra DRIVE



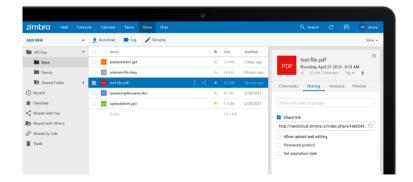
Zimbra Drive offers all the Desktop sync experience with native Apps for Windows, Mac and Linux.



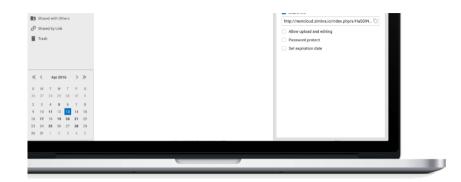
Zimbra Drive offers all the Native Apps sync experience with native Apps for iOS and Android.



Assign quotas per user in an easier way using Owncloud/Nextcloud Administration Panel.



#### Zimbra DRIVE



#### **Zimbra DRIVE**



Upload your files no matter how much is their size, and start sharing links instead of bigger attachments.



#### **Password Protected**

Share links with a personalized password to protect your content on your own way.



#### Storage API Support

If Owncloud/Nextcloud is not enough, you can use their Storage API to connect to Public Clouds like Dropbox, S3, etc.

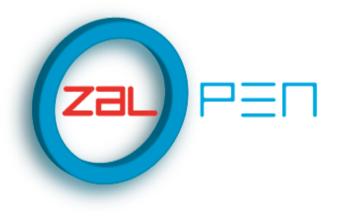
#### Drive vs. briefcase

	Briefcase	Zimbra Drive
Works out-of-the-box	•	•
Granular Sharing Permissions	•	•
Ability to Create and Delete Files and Folders	•	•
Ability to Sync Files and Folders	•	•
Desktop Synchronization	0	•
Mobile Synchronization	•	•
User Quota Management	0	•
Ability to Upload Bigger Files	•	•
Password Protected Public Links	•	•
Ability to Share Individual Files		•
External Storage Integration (Dropbox, S3, etc)		•

#### The Abstraction Layer for Zimbra

# Open ZAL

SYNACOR

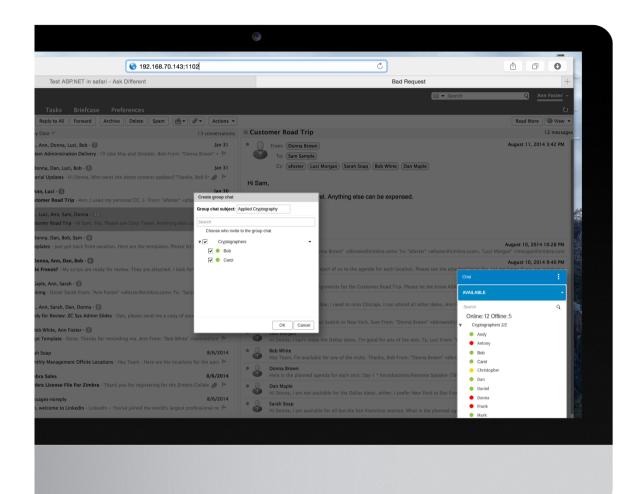


ZAL is the library that provides an Abstraction Layer for Zimbra Collaboration Server, allowing anyone to write highly maintainable Zimbra extensions that will run on any Zimbra server, regardless of the version.

ZAL is Open Source Software released under GNU GPLv2 so that any developer is able to interface its software with Zimbra through it in a completely version-independent way.

# New Zimbra Talk

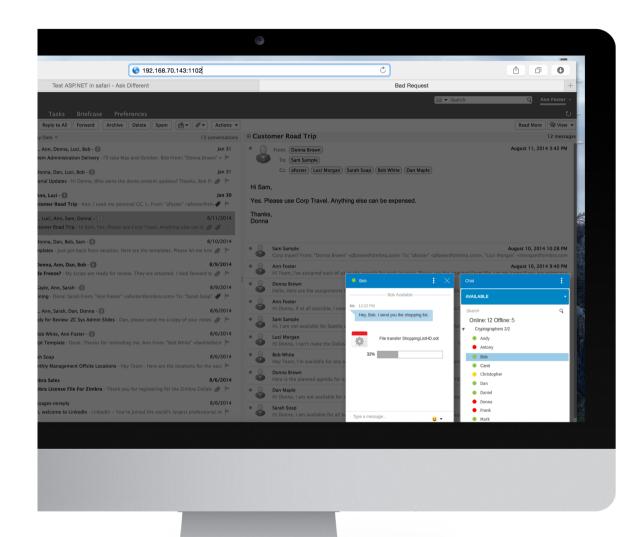
SYNACOR



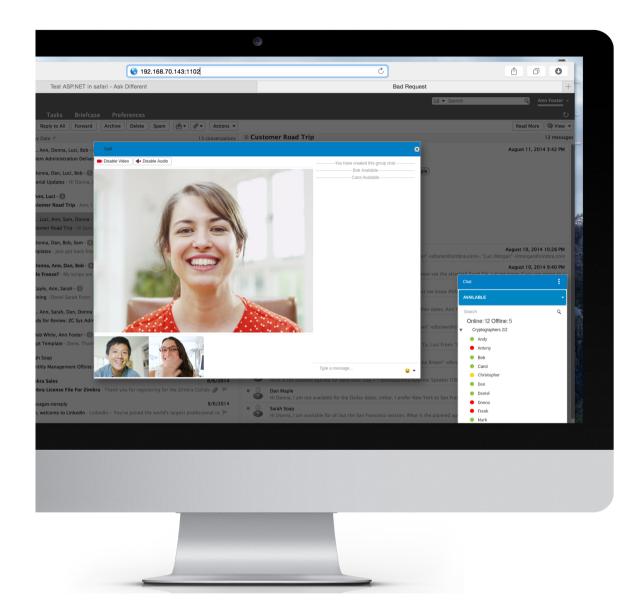
## **Dynamic Groups** create a group chat by

inviting users to it.



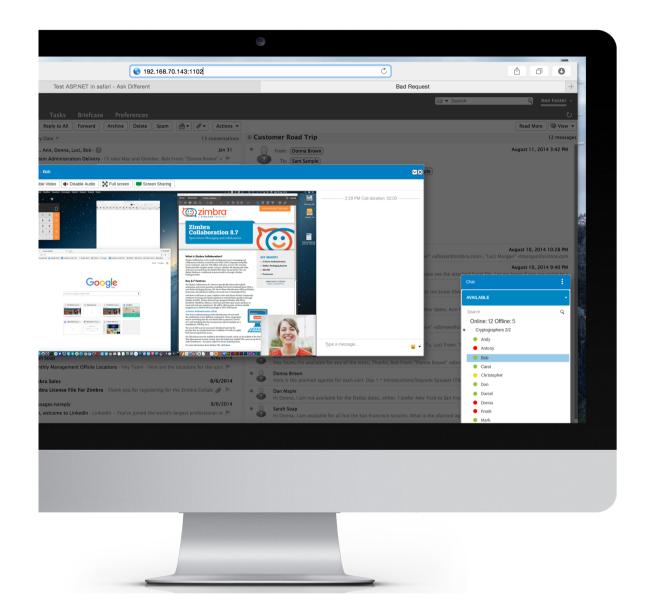


# File Sharing send files through the chat.



#### **Video Conferencing**

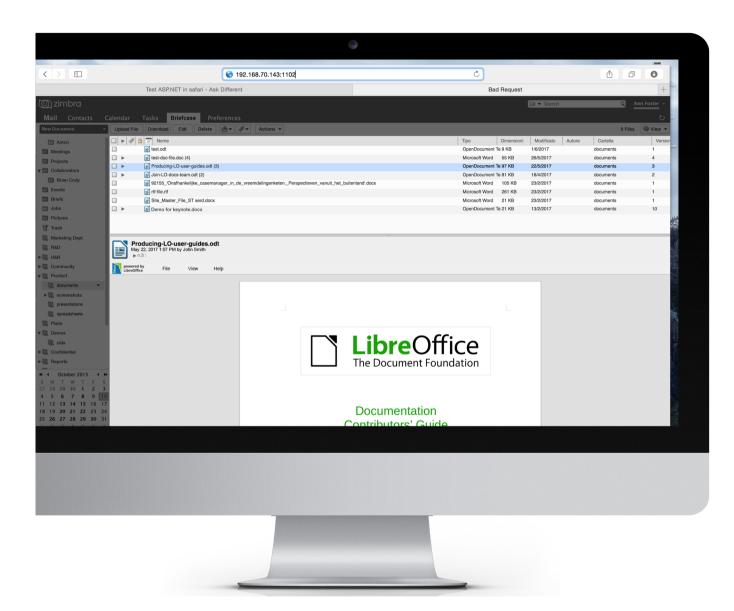
browser-based video conferencing with your groups.



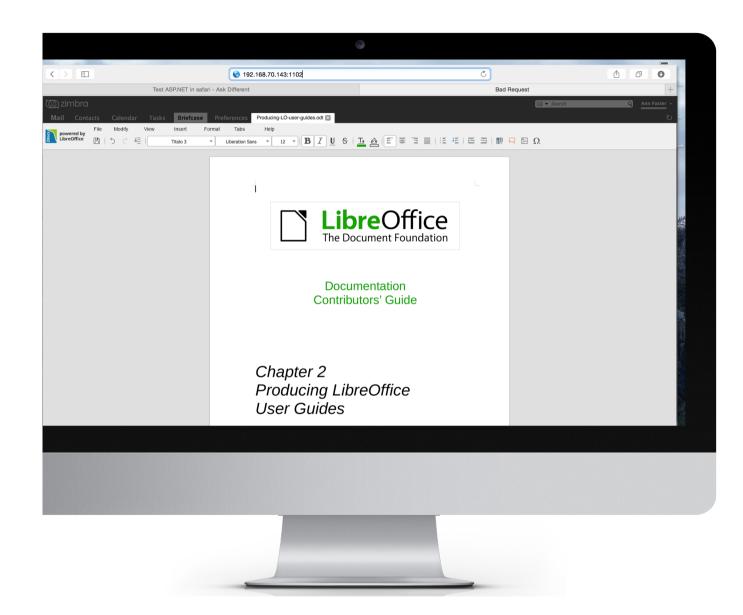
#### **Screen Sharing**

share your desktop during a video call.

# Zimbra DOCs SYNACOR



#### Zimbra DOCs briefcase



**Zimbra DOCs** File editor

# Thank you

Paolo Storti paolo@zextras.com

SYNACOR