

Synacor Presents

Zimbra APxJ Partner Summit 2017

ANANTARA SIAM BANGKOK HOTEL
BANGKOK, THAILAND.

AUGUST 3 & 4 2017

What's new in

ZIMBRA COLLABORATION 8.8

GAUTAM



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AGENDA

Synacor Email Release Cadence

What's new in Zimbra 8.8

Backup **Next Generation**

ActiveSync/Mobile **Next Generation**

HSM **Next Generation**

Delegated Admin **Next Generation**

Zimbra Chat

Zimbra Drive

IMAP Refactoring

Expanded SIEVE RFC



A man in a blue sweater is working on a laptop in a modern office setting. The background is slightly blurred, showing office shelves and a window. The text 'ZIMBRA AND SYNACOR EMAIL STRATEGY OVERVIEW' is overlaid in large white letters.

ZIMBRA AND SYNACOR EMAIL STRATEGY OVERVIEW



ZIMBRA COLLABORATION RELEASE CADENCE

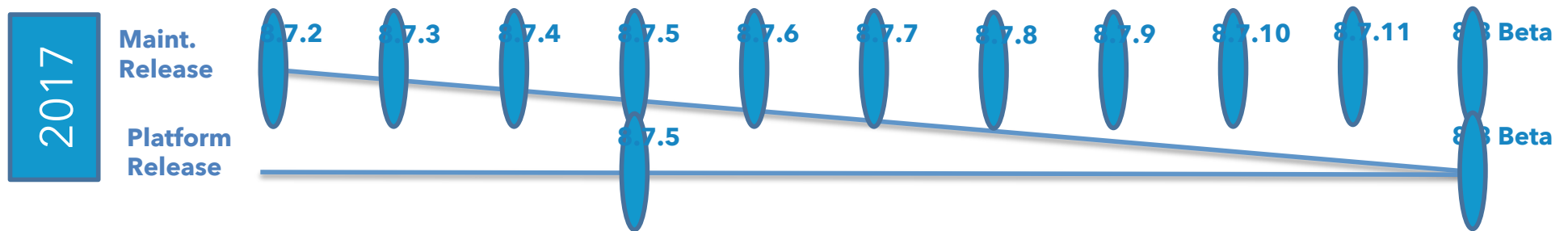
Zimbra Collaboration Release Cadence for 2017

Zimbra Maintenance Releases

- Frequency: Every other Thursday

Zimbra Platform Releases

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



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 - NE

WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 - NE

	ZCS 8.6	ZCS 8.7	ZCS 8.8
Offline Mode	●	●	●
High-Fidelity Preview	●	●	●
Postscreen Anti-SPAM		●	●
Packaging system		●	●
Two-factor Authentication		●	●
Support SSL SNI		●	●
Real-time Backup ^{NG}		\$	●
HSM ^{NG}		\$	●
Mobile Synchronization ^{NG}		\$	●
Delegated Admin ^{NG}		\$	●
Zimbra Drive (Owncloud/Nextcloud)			●
Zimbra Chat			●
IMAP Refactoring			●
Expanded SIEVE RFC compliance			●
Ephemeral data storage			●

WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – EDITIONS COMPARSION

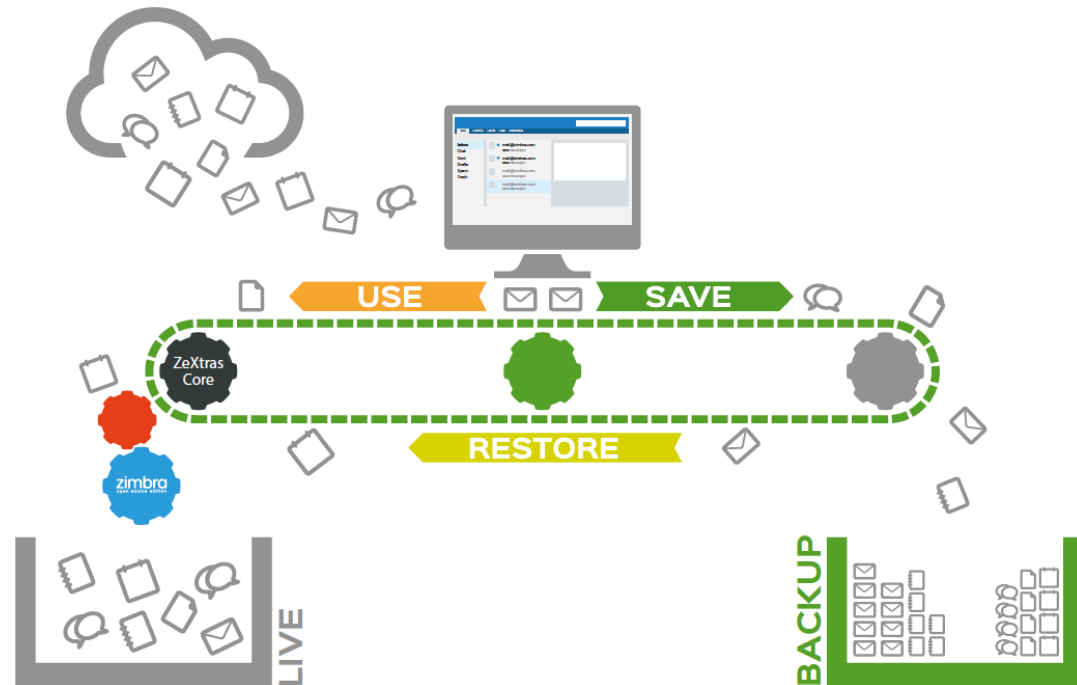
	OSE	STANDARD	PROFESSIONAL
Offline Mode	●	●	●
High-Fidelity Preview	●	●	●
Postscreen Anti-SPAM	●	●	●
Support SSL SNI	●	●	●
Zimbra Drive (Owncloud/Nextcloud)	●	●	●
Zimbra Chat	●	●	●
IMAP Refactoring	●	●	●
Expanded SIEVE RFC compliance	●	●	●
Ephemeral data storage	●	●	●
Mobile Synchronization ^{NG}	\$	\$	●
Real-time Backup ^{NG}	\$	●	●
HSM ^{NG}	\$	●	●
Delegated Admin ^{NG}	\$	●	●
S/MIME Digital Signatures & Encryption		●	●
White Label for Web Client Branding		●	●
Two-factor Authentication		●	●
Unified Communications Integration		●	●
Custom Retention Policies		●	●
Outlook Sync (MAPI)			●
Archiving & Discovery			●
Litigation Hold			●
Outlook for Mac (EWS)		\$	\$
Technical Support	\$ next business day only	Phone Support (Business Hours) Phone Support (24x7 for Sev-1s)	Phone Support (Business Hours) Phone Support (24x7 for Sev-1s)

ZIMBRA BACKUP NEXT GENERATION



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 - BACKUP

- Environment independent
- Smart storage
- Class-of-service backup exclusion
- Compressed storage
- Quick disaster response
- Preserve share consistency
- Six restore modes



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 - BACKUP



Real Time Backup

Backup any change in the system as soon as it happens.



Six Restore Modes

Six different restore options to always be able to recover what you need.



Save All, Restore All

All User Data, User Configuration, COS and Domains are backed up.



Easy to Use

Zimbra Backup only requires a very basic configuration to start.



100% Agnostic

Zimbra Backup can restore data on any operating system and architecture supported by Zimbra.



Backup Exclusion

Exclude Classes of Service you don't need to restore from the backup to save disk space.



Disaster Response

Zimbra Backup is designed to get you back online as soon as possible after a disaster.



Reliable Snapshots

Includes an "External Backup" feature so you can save snapshots locally or in a remote location or tape drive for additional safety.

WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 - BACKUP

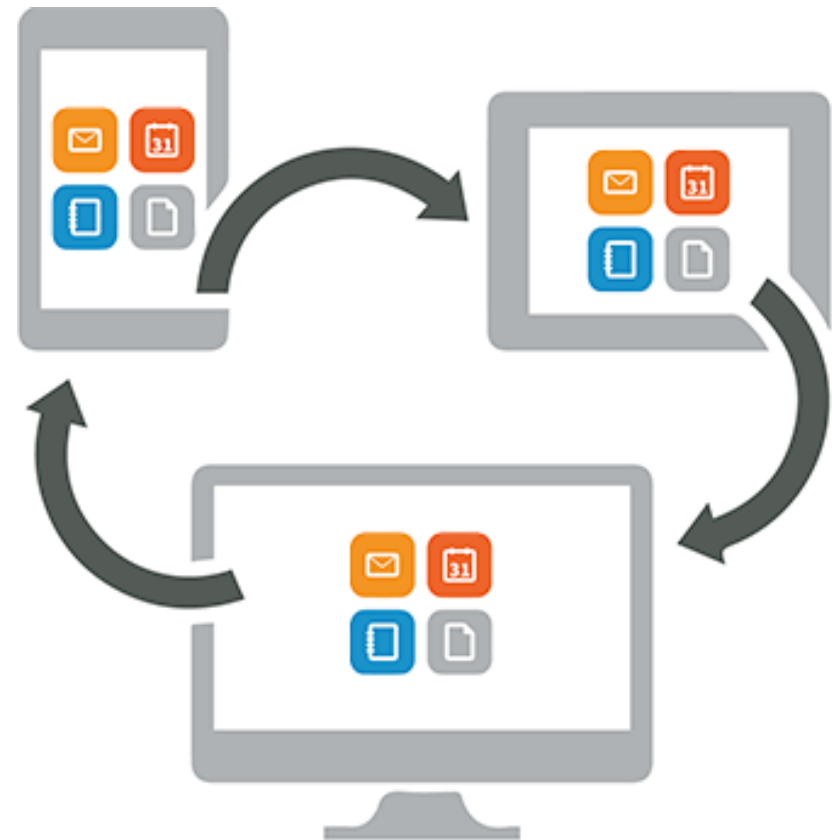
	Legacy Backup	Backup Next Generation
Perform periodic Backups	●	●
Select a Backup Path while configuring	●	●
Backup/Restore from different versions		●
Restore to a New or Different OS		●
Real-time Backup Agent		●
Shared resources are saved and can be restored		●
Policy for Restore Points Objects		●
Up to Six Restore modes, granular Restore		●
Exclude Members of COS from Backup		●
Export Backup to match the 3-2-1 rule		●
Compressed Backup Files		●
De-duplicated Backup Files		●
Built-in Log viewer in		●

ZIMBRA MOBILE NEXT GENERATION



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – ACTIVESYNC/MOBILE

- Exchange ActiveSync protocol
- Push notifications
- Real-time synchronization
- Mobile device management
- Class-of-service support
- Dedicated logging
- Administration zimlet
- No configuration needed



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – ACTIVESYNC/MOBILE



Push Sync

Each new item/change to existing items is instantly synchronized.



ActiveSync Protocol

The widespread Exchange ActiveSync (EAS) means the best native compatibility ever.



No Config Needed

Simply choose which users and/or Classes of Service can use mobile sync.



GAL Integration

If your local & remote address books are not enough, you can rely on your server's GAL.



On the Go-Meetings

Planning meetings has never been so easy: create a new appointment on your mobile and add any participants you wish.



Sync Control

Thanks to the Zimbra Administration Zimlet, you will always be aware of the users and devices synchronizing with the server.



Dedicated Logging

Zimbra Mobile has a dedicated logfile that is invaluable for keeping track of your synchronization activities.



Shared Folder Sync

Now you can synchronize anything that has been shared with you in Zimbra to your device!

WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – ACTIVESYNC/MOBILE

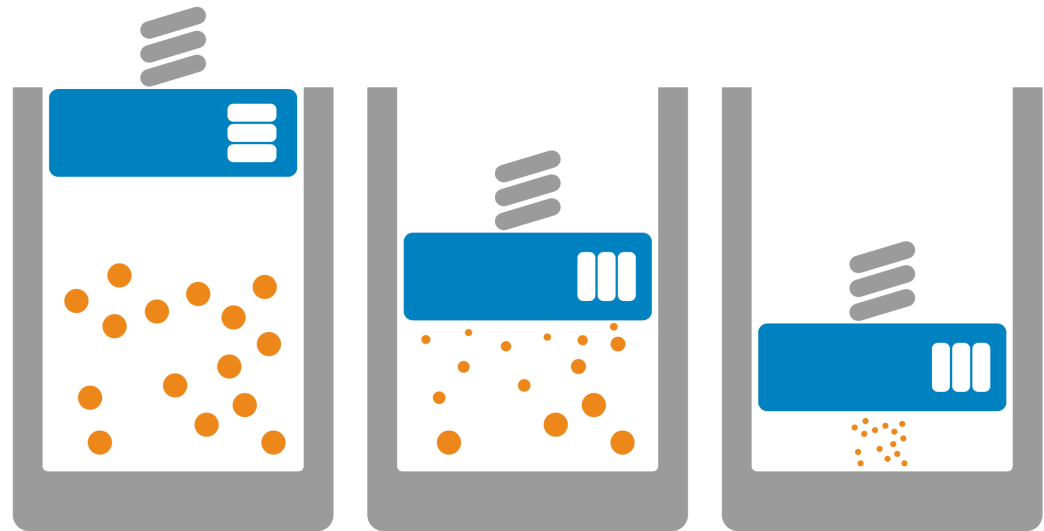
	Legacy Mobile	Mobile Next Generation
Synchronize ActiveSync Mobile Devices	●	●
Mobile Device Management	●	●
Push synchronization	●	●
Wipe the Device	●	●
Suspend/Stop/Reset Device	●	●
Detailed device information		●
Select the EAS version		●
Support for Shared Email Folders, Contacts, Tasks		●
Dedicated Logging for ActiveSync		●

ZIMBRA HSM NEXT GENERATION



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 - HSM

- Live storage capacity expansion
- Operation scheduling
- Multi-policy HSM
- Store management tools
- Amazon S3 and HTTP storage
- Attachment indexing
- Secure operations



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 - HSM



Secure Operations

Not a single bit will be moved or deleted unless it's perfectly safe to do so.



Attachment Indexing

Broaden your web client's search function to include attachments.



Live Storage Expansion

Expand your storage capacity with no downtime or filesystem operations.



Easy to Use

Zimbra Backup requires only a very basic configuration to start.



Amazon S3 Compatible

Reduce your TCO by storing secondary volumes on Amazon S3, with an easy-to-use GUI and native support for Infrequent Access storage.



Save Disk Space

Item compression allows you to spare precious disk space. This option can be easily enabled on any Zimbra store, either new or existing.



Multiple Stores

Configure and manage multiple Zimbra primary and secondary mailstores.



Operation Scheduling

HSM operations can be easily configured and scheduled through the Zimbra Administration Zimlet.

WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – HSM

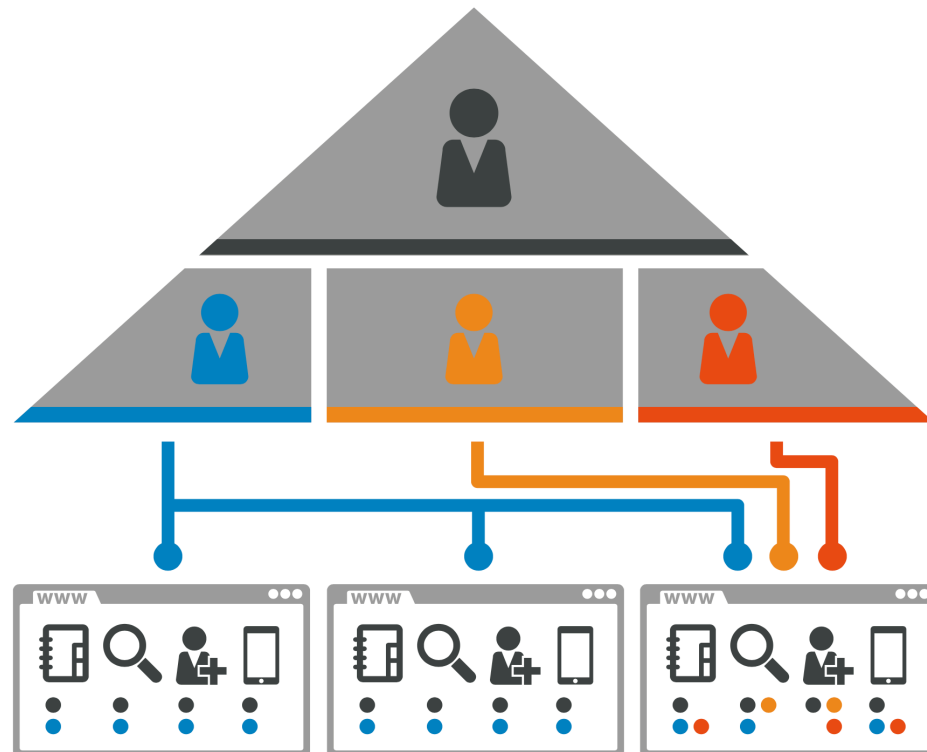
	Legacy HSM	HSM Next Generation
Configure Multiple Zimbra Stores	•	•
HSM Scheduler	•	•
HSM Global Policy	•	•
HSM Multiple Policy support		•
Amazon S3 Compatible		•
Volume Deduplication support		•
Detailed Volume Stats		•
Support for easy migration between Volumes		•

The background image shows a bright, modern office. In the foreground, a man in a dark t-shirt and jeans is smiling and looking at a small device in his hand. Behind him, several people are working at long wooden desks. The office has large windows, framed artwork on the walls, and a clean, minimalist design.

ZIMBRA DELEGATED ADMIN NEXT GENERATION

WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – DELEGATED ADMIN

Limited delegated admin access
Activity logging
Disk quota limits
Admin delegation and multitenancy
Domain control
Monthly reports
Admin settings reset



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – DELEGATED ADMIN



Admin Delegation

Grant “Delegated Admin” rights to one or more users to let them perform.



Activity Logging

Keep track of all admin activity thanks to a built-in log search and browse tool.



Monthly Report

Automatic creation of a monthly report containing information about admin activity and domain status.



Disk Quota Limits

Set per-domain user quota limits to protect yourself against lavish quota grants and storage.



Privacy User

In order to safeguard your users’ privacy, Zimbra Admin gives you the opportunity to selectively enable or disable the View Mail feature for your Delegated Admins.



No Config Needed

Initial module configuration not needed, so you can start creating your Delegated Admins and setting your Domain Limits out-of-the-box.



No extra UI needed

Delegated Admins log into the same URL and port as the Global Admins, but are presented with a “low scope” Zimbra Admin Console.



100% Oops Safe

No matter how hard they’ll try, Delegated Admins won’t be able to edit any Domain, COS, Server or Global Settings.

WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – DELEGATED ADMIN

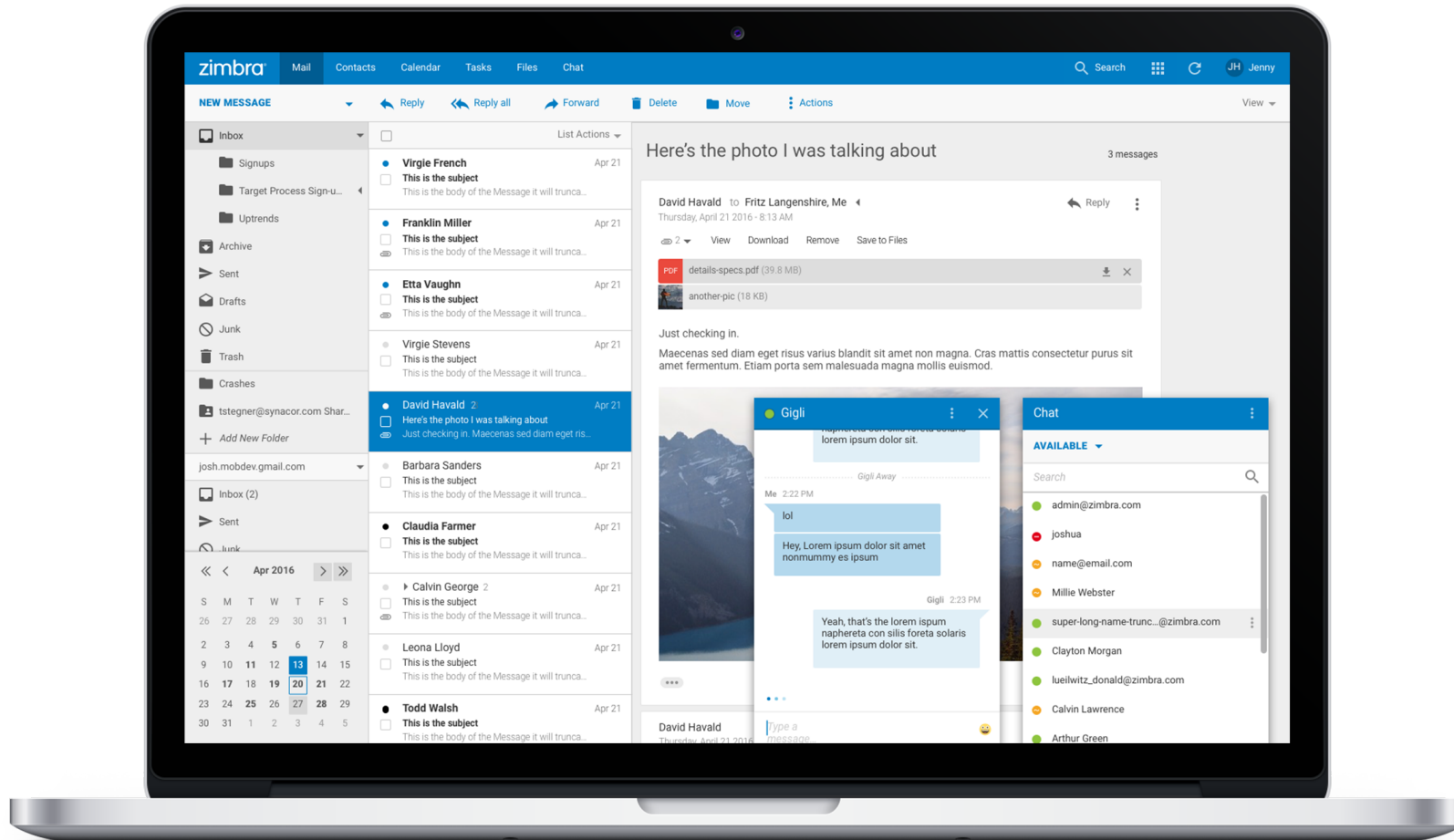
	Legacy Delegated Admin	Admin Next Generation
Ability to grant or not the "View Mail" Feature	●	●
Ability to create granular ACL for Admins	●	●
Centralized Delegated Admin Panel		●
Activity Logging of all Admin Operations		●
Monthly Report of all Admin Operations		●
Disk Quota Limits per Admins		●
Built-in Log viewer in		●

The wait is over

ZIMBRA CHAT



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – ZIMBRA CHAT



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – 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.



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

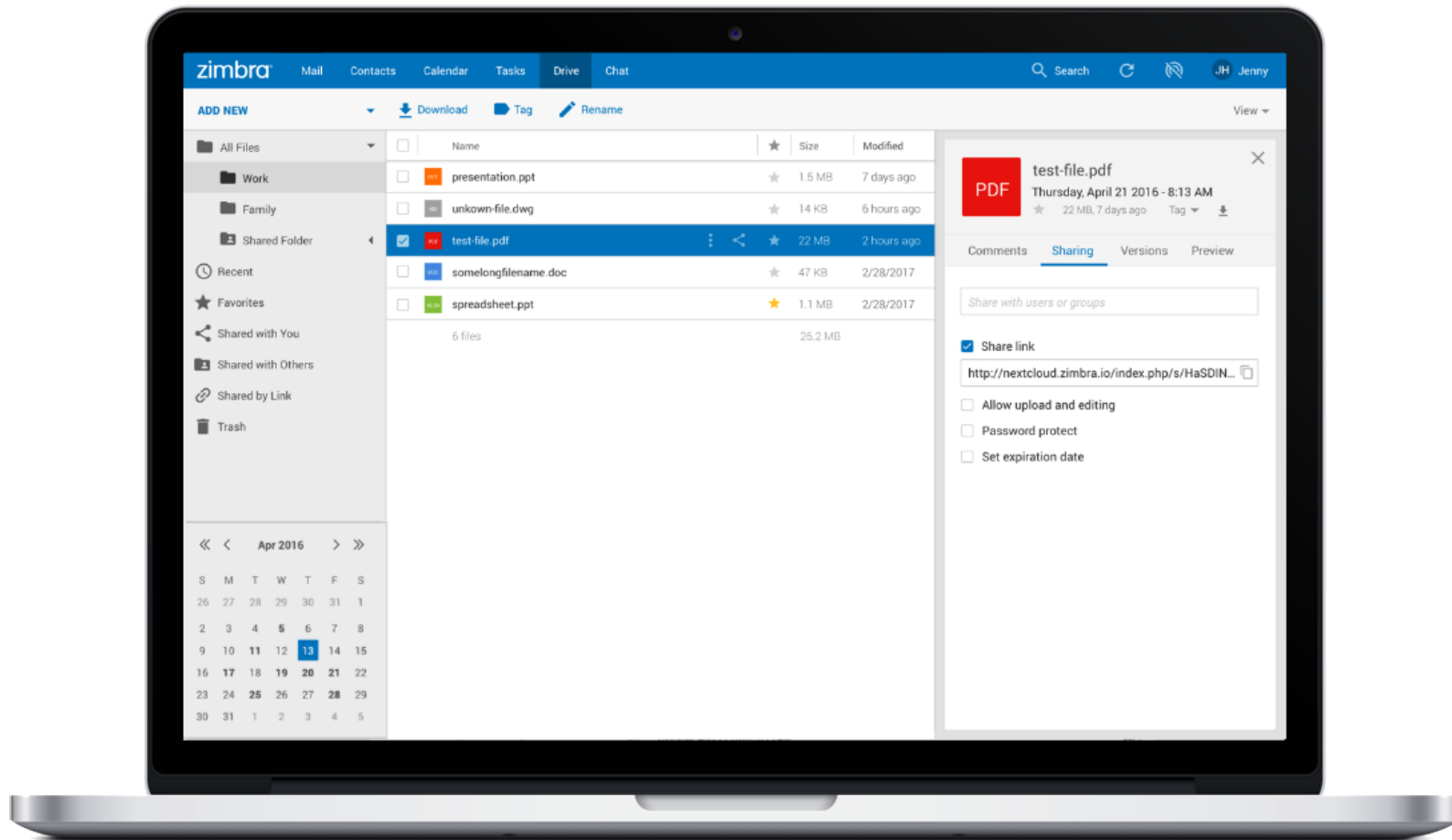
Zimbra Chat works out-of-the-box. Just enable the Zimbra Chat Zimlet and your users are ready to start chatting.

Enterprise file Sync and Share

ZIMBRA DRIVE



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – ZIMBRA DRIVE



WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – ZIMBRA DRIVE



Desktop Sync

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



Mobile Sync

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



User Quota

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



Big Files Support

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.

WHAT'S NEW IN ZIMBRA COLLABORATION 8.8 – 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	◐	●
Mobile Synchronization	◐	●
User Quota Management	◐	●
Ability to Upload Bigger Files	◐	●
Password Protected Public Links	◐	●
Ability to Share Individual Files		●
External Storage Integration (Dropbox, S3, etc)		●



Backend Improvements

IMAP REFACTORING SIEVE EPHEMERAL DATA

8.8.0 RELEASE OVERVIEW

Remote IMAP Service

Improve scaling and reliability of mail server by deploying IMAP service as an independent service

Ephemeral Data Store

New data store stores “ephemeral” data in SSDB for increased read-write performance and server reliability

Expanded SIEVE RFC compliance

Improved SIEVE RFC compliance gives email administrators more powerful email filtering





THANK YOU

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Zimbra APxJ Partner Summit 2017

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AUGUST 3 & 4 2017

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SUPPORT AND ESCALATIONS.



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CALM DOWN, MA'AM



I AM THE SUPERVISOR!

www.callcentermemes.com

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Synacor

SUPPORT OFFERINGS



SUPPORT OFFERINGS...

SUPPORT LEVELS

Zimbra offers different Technical Support Levels, so you can select the one that best fits your Business needs

OSE Support

Paid support for on-premises deployment of Zimbra Open Source Edition

DETAILS

Standard

Business-Hours support only, not intended for high-visibility production platforms

DETAILS

Premier

In addition to Standard Business Hours support, includes 24 × 7 support for Severity-1 issues

DETAILS

Elite

Prioritized organizational relationship with Zimbra, including additional packaged Support Services

DETAILS

Elite +

Includes Elite in addition to Source Code Support

DETAILS

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SUPPORT OFFERINGS CONTD...

Support Level Access Methods

	Trial	OSE Support	Standard	Premier	Elite	Elite +
Support Portal (Web-based Service Requests)	✓	✓	✓	✓	✓	✓
Self-Service (Forums/Wiki/ Documents)	✓	✓	✓	✓	✓	✓
Phone Support (Business Hours)		✓	✓	✓	✓	✓
Phone Support (24x7 for Sev-1s)				✓	✓	✓
Service Requests	10 in first 60 days	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

* Support Portal provided by the Certified Partner

LOGO HERE

SUPPORT OFFERINGS CONTD...

Support Level Services

	Trial	OSE Support	Standard	Premier	Elite	Elite +
Web-based Service Requests	✓	✓	✓	✓	✓	✓
Phone-based Service Requests	✗	✓	✓	✓	✓	✓
Development Support	✗	✗	✗	*	✓	✓
Annual Health Check	✗	i	✗	*	✓	✓
Technical Operations & Upgrade Planning Service	✗	*	*	*	✓	✓
Training	*	*	*	*	✓	✓
Quarterly JPOR & Trusted Advisor Services	✗	*	✗	✗	✓	✓
Root Cause Analysis	✗	✗	✗	✗	✓	✓
Named Relationship Manager	✗	✗	✗	✗	✓	✓
Named Lead Support Engineer	✗	✗	✗	✗	✓	✓
Source Code Support & Access Management – Core Development Support – Code Review and Integration	✗	✗	✗	*	*	✓
Professional Services	*	*	*	*	*	*
Patch Support	✗	✗	✗	*	✓	✓

LOGO TITLE

SUPPORT OFFERINGS CONTD...

INITIAL TARGET RESPONSE TIMES.

Severity Level	Trial	Standard	Premier	Elite	Elite +
Severity-1	Not Available	2 Business Hours	30 minutes (24×7)	15 minutes (24×7)	15 minutes (24×7)
Severity-2	Not Available	4 Business Hours	2 Business Hours	1 Business Hour	1 Business Hour
Severity-3	Not Available	8 Business Hours	4 Business Hours	2 Business Hours	2 Business Hours
Severity-4	8 Business Hours	8 Business Hours	8 Business Hours	4 Business Hours	4 Business Hours

*Note: All Development Support requests are handled as Severity-4 issues.

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SUPPORT OFFERINGS CONTD...

**FOR ESCALATIONS:
UPDATE THE SUPPORT CASE**

OR

CONTACT YOUR LOCAL SALES REP

OR

IRFAN.SHAIKH@SYNACOR.COM

OR

VIKAS.AGARWAL@SYNACOR.COM

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Who to Call

Main (U.S. International):

+1 972-407-0688

Main (U.S. Toll-free):

877-492-9484

Global Sales:

+1 972-407-0688

EMEA Sales:

+44 (0) 203 178 3010

Global Support:

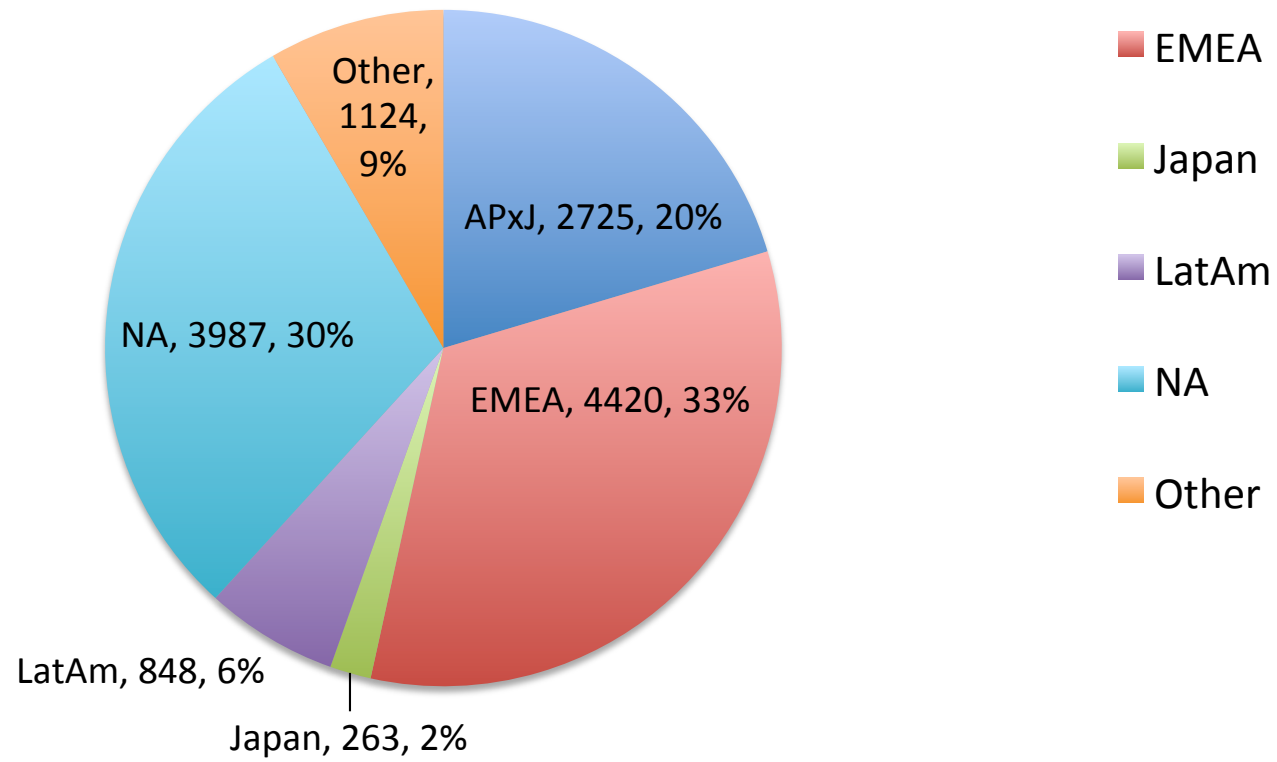
+1 214-420-1337

Support (U.S. Toll-free):

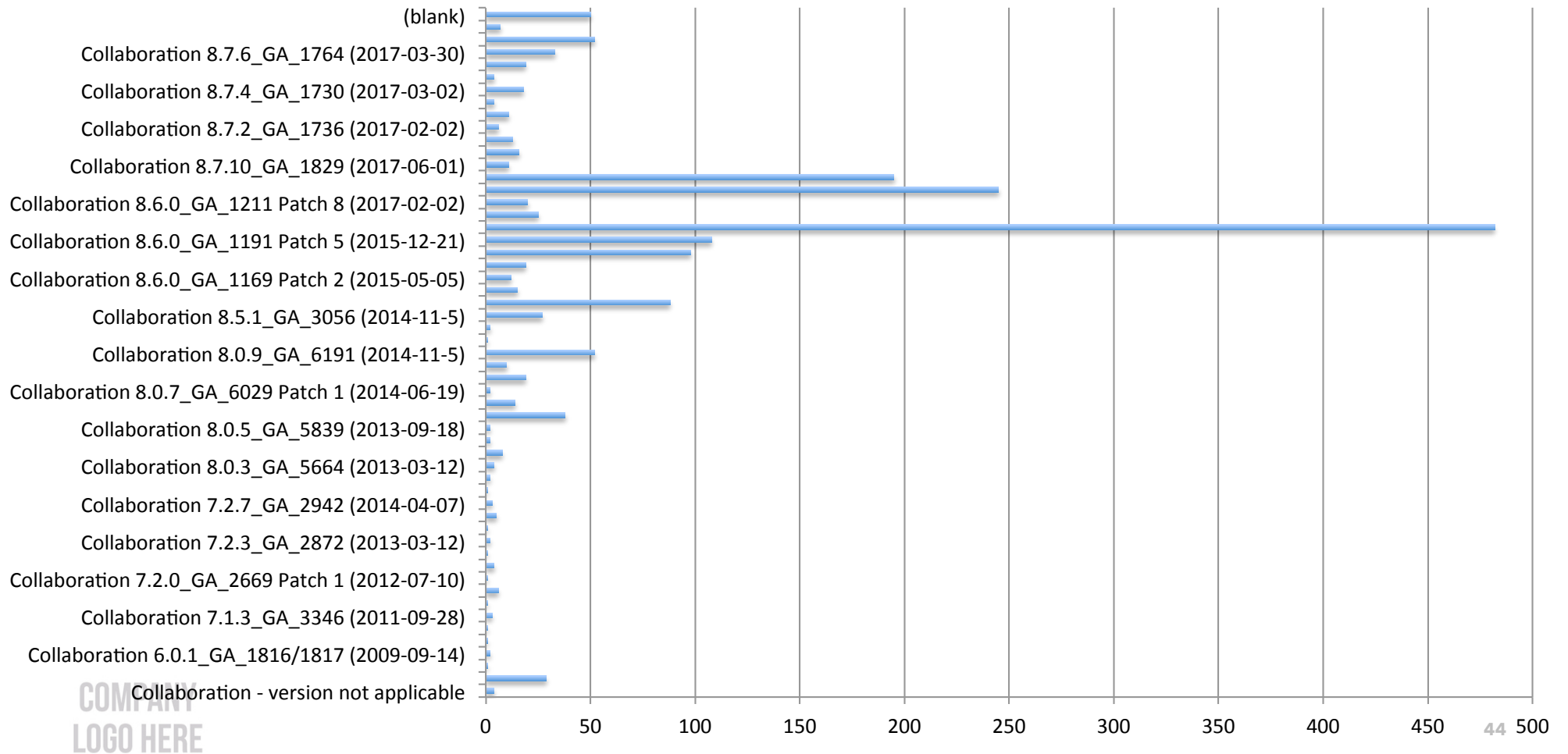
877-522-6334

CASE METRICS.

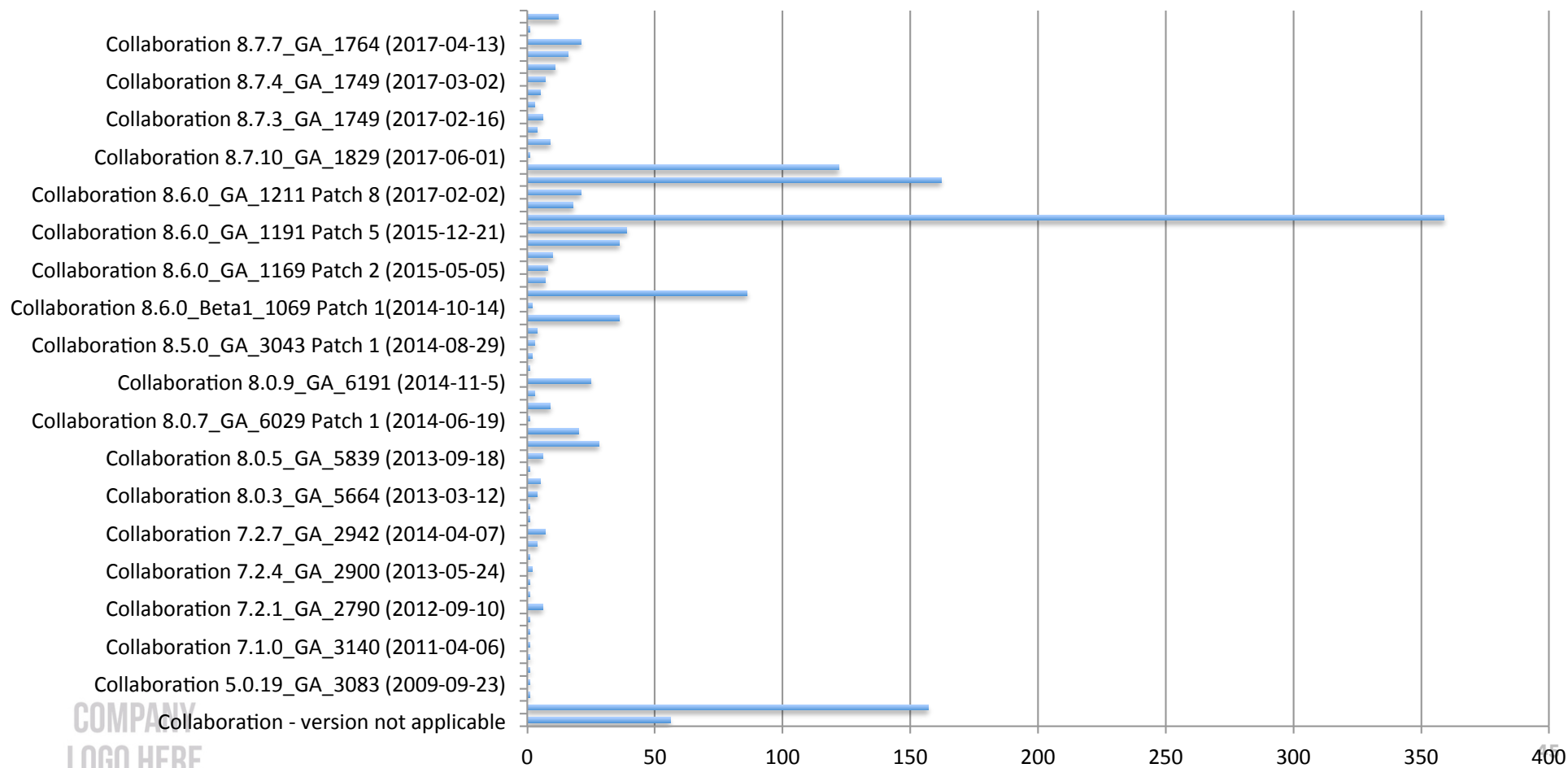
Cases by Region



ZCS Trending - Cases attached to bugs.



ZCS trending contd.. Cases closed by ZCS versions



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Your most important work is always ahead of you, never behind you.~ Stephen Covey

THANK YOU



ZIMBRA

2017 CHANNELS AND MARKETING UPDATE

Ryan Monahan – Director,
Worldwide Channels



AGENDA

- Marketing Updates
- Partner Program Benefits and Requirements
- Zimbra Sales Certification Program
- Deal Registration Process and Rebate
- Zimbra Online Store

MARKETING UPDATE

MARKETING IS GOING - BACK TO THE FUTURE!

- Exciting events happening around the world!

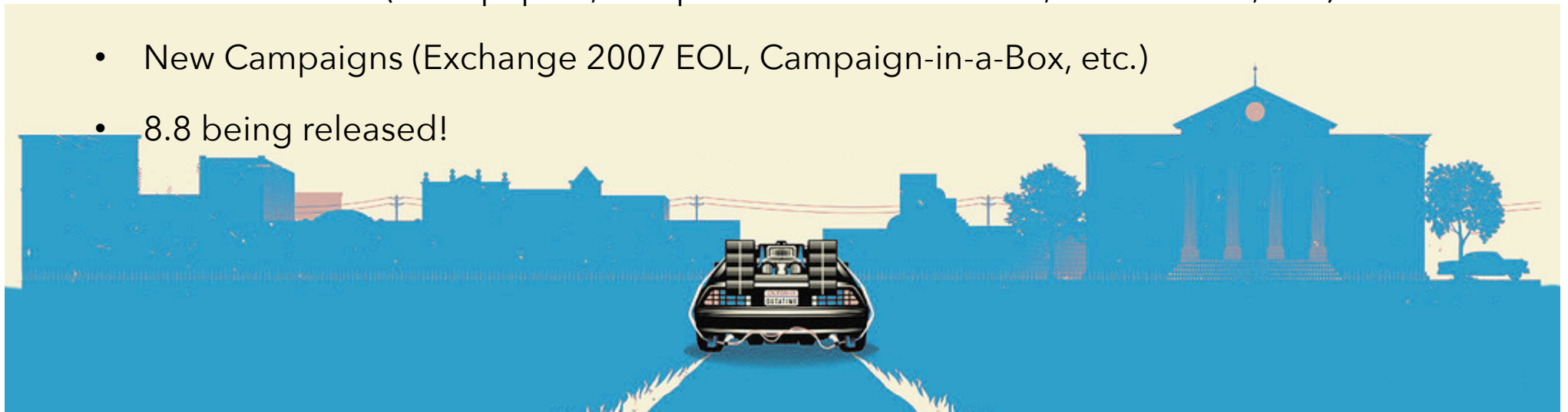
- Zimbra COMMIT
- Virtual Partner days
- Partner Summits

- New Collateral (whitepapers, competitive documentation, case studies, etc.)
- New Campaigns (Exchange 2007 EOL, Campaign-in-a-Box, etc.)
- 8.8 being released!

BEST EMAIL PLATFORM?
Zimbra a "Top Player" says Radicati Group
[Download Report](#)



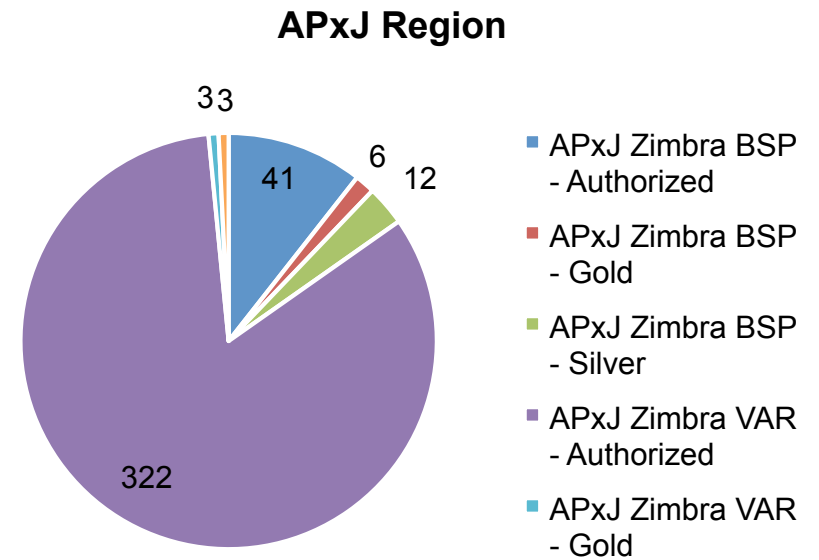
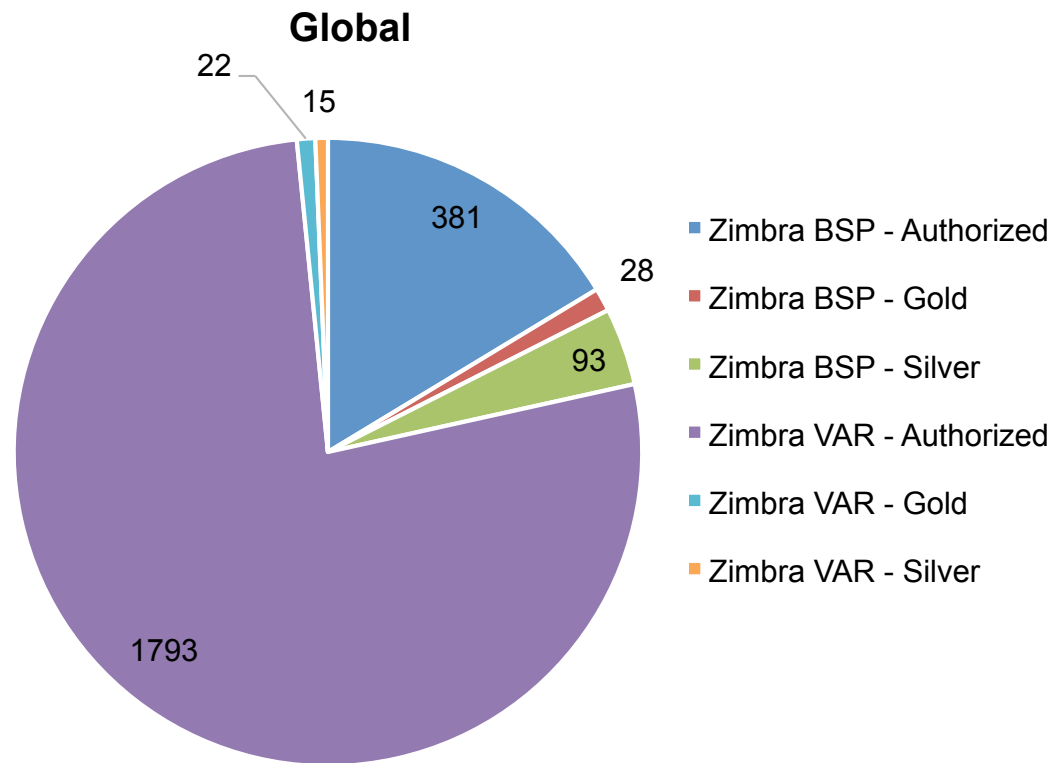
**EMAIL SECURITY
GUIDE 14-STEP
CHECKLIST**
zimbra
[DOWNLOAD
WHITEPAPER](#)





PARTNER PROGRAM BENEFITS AND REQUIREMENTS

TOTAL PARTNER OUTLOOK



PARTNER LEVEL DIFFERENTIATION (VARs)

All partners will be evaluated on an annual basis

Gold	Silver	Authorized
• Access to partner portal	• Access to partner portal	• Access to partner portal
• NFR/IUL eligible	• NFR/IUL eligible	• NFR/IUL eligible
• Must sell min. of \$100k MSRP in previous year	• Must sell min. of \$50k MSRP in previous year	• No minimum
• Listing on website	• Listing on website	• No public listing*
• 15% Deal Registration	• 15% Deal Registration	• 10% Deal Registration
• 25% Discount on training	• 25% Discount on training	• 25% Discount on training
• 2 Sales Certification Required	• 2 Sales Certification Required	• 1 Sales Certification Required
• 2 Technical Certification Required	• 1 Technical Certification Required	• 1 Technical Certification Required
• 10% Rebate eligible for New/ Growth business	• No Rebate	• No Rebate
• Eligible to receive leads	• Eligible to receive leads	• Not eligible to receive leads
• Internal support escalation process for cases submitted.		

*Authorized partners eligible to be listed on website if they meet Sales and Technical Certification requirements

PARTNER LEVEL DIFFERENTIATION (BSPS)

All partners will be evaluated on an annual basis

Gold	Silver	Authorized
• Access to partner portal	• Access to partner portal	• Access to partner portal
• NFR/IUL eligible	• NFR/IUL eligible	• NFR/IUL eligible
• \$5,000 / monthly minimum	• \$1,000 / monthly minimum	• \$200 / monthly minimum
• Must report through the Zimbra Reporting Tool (ZRT)	• Must report through the Zimbra Reporting Tool (ZRT)	• Must report through the Zimbra Reporting Tool (ZRT)
• Listing on website	• Listing on website	• No public listing*
• 25% Discount on training	• 25% Discount on training	• 25% Discount on training
• 2 Sales Certification Required	• 2 Sales Certification Required	• 1 Sales Certification Required
• 2 Technical Certification Required	• 1 Technical Certification Required	• 1 Technical Certification Required
• Eligible to receive leads	• Eligible to receive leads	• Not eligible to receive leads
• Internal support escalation process for cases submitted.		

*Authorized partners eligible to be listed on website if they meet Sales and Technical Certification requirements

ZIMBRA SALES CERTIFICATION PROGRAM



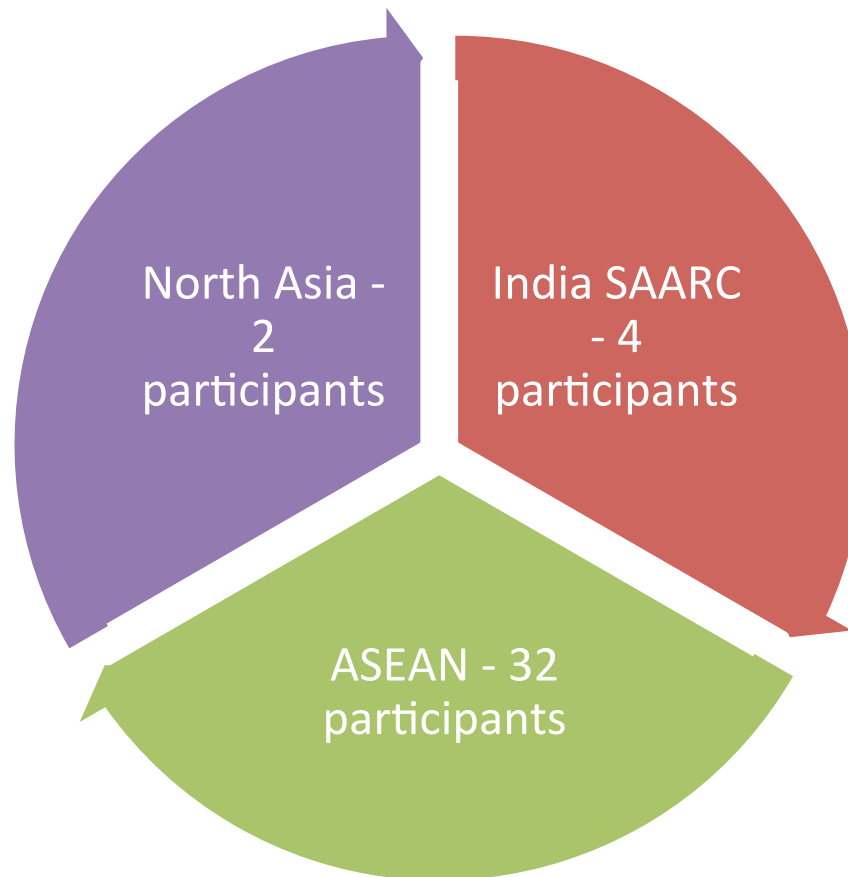
SALES CERTIFICATION PROGRAM

- APxJ is the first region to launch the program!
- Zimbra is releasing the Sales Certification program next week
 - Initial release is English only
 - Additional languages release dates are forthcoming (10 total)
- Online training webinar delivered on demand
- Walks you through how to utilize and customize Zimbra's sales decks to meet your customer's needs
- Students will take an on-line quiz after completing the online webinar. Students must score 80% or better on the quiz to become certified
- Students that pass will receive a certified logo for use on business cards, social media profiles, etc.
- Zimbra VAR and BSP partners that employ two or more Certified Zimbra Sales Professionals may display the logo on the website, marketing collateral, etc.



SALES CERTIFICATION – APXJ REGION

- 38 participants
- 36 passes
- 16 partners



SALES CERTIFICATION PROCESS



View Webinar

- Accessed in YouTube via private link

Take Quiz

- User receives link to quiz after finishing webinar
- 80% correct to pass


Pass Quiz

- Certification Received
- Receive Access to Slides & Collateral

Fail Quiz

- Opportunity to retake

*Content available in these 10 languages: English, French, Italian, German, Spanish, Portuguese (Brazilian), Bahasa Indonesia, Thai, Traditional Chinese, Simplified Chinese



DEAL REGISTRATION, LEAD ROUTING PROCESS AND REBATE OVERVIEW

ZIMBRA PARTNER PORTAL

Home

Channel Dashboard

Partners

File Library

Library

Reports

Leads

Deals

Reports

Admin

Partner Forums

Home

Channel Dashboard

Partners

File Library

Library

Reports

Leads

Deals

Reports

Admin

Partner Forums

Announcements

Manage

Zimbra Open Source Support and Suite Plus Details!

Zimbra's eagerly anticipated Open Source Support and Zimbra Suite Plus are now available. Qualified Zimbra Partners can expect new revenue opportunities, rebates, preferred pricing and a growing list of customers.

For More Information


To learn more about Zimbra Suite Plus and Zimbra Open Source Support:


- [Read the Zimbra Blog announcement](#)
- [Watch the announcement webinar.](#)
- [View the announcement slide deck.](#)
- [Review the updated addendums.](#)
- [Download the latest price book.](#)
- [Access marketing collateral.](#)
- [Visit the Zimbra Suite Plus product page](#)
- [Visit the Zimbra Open Source Support product page](#)
- [Download a free 30-day trial](#)
- [Learn how to become an Authorized/Certified Reseller of Zimbra Open Source Support](#)
- [Which makes sense for you? Compare Zimbra Open Source Edition to Zimbra Network Edition](#)

View Leads + Deal Registration

View Leads

Deal Registration








Featured Content

Manage

Zimbra Overview

Modern Collaboration: Discover why Zimbra is...





DEAL REGISTRATION OVERVIEW



Program Summary:

- **Benefit to Partner** – **15%** margin for Gold/Silver partners / **10%** for all Authorized partners*
- **Who's Eligible** – All Zimbra VAR Partners are eligible to register
- **Eligible Products** – All Zimbra Products
- **Qualifying Amount:** \$5,000 TCV
- **Eligible Deals** – Partner found opportunities for new, and growth orders. Growth orders must meet the minimum total contract value requirement.
- **How to Register A Deal** – Go to the Zimbra Partner Portal and submit the Deal Registration form. Beginning in Q2 of 2017, only Deal Registrations submitted through the portal will be approved.

* Zimbra reserves the right to exclusively increase this margin for registered opportunities with Silver, Gold, and Platinum level partners.

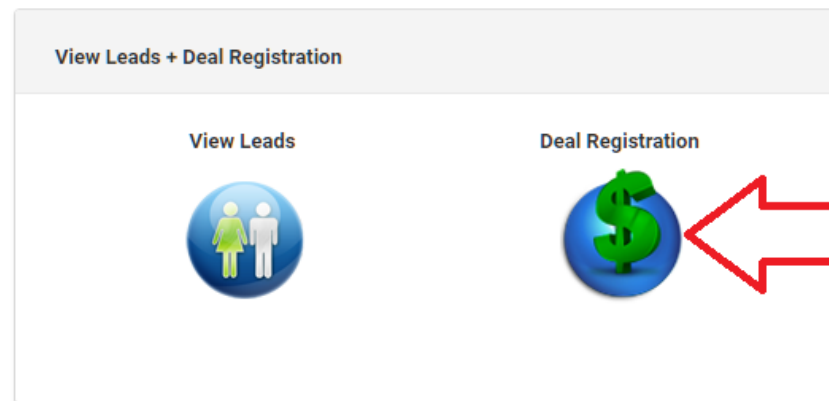
DEAL REGISTRATION PROCESS (FOR RESELLERS)

1. Log in to Zimbra partner portal (<https://zimbra.channeltivity.com>)

2. Select Deal Registration icon

3. Fill out Deal Details including:


- a. Account Name
- b. Contact Name
- c. Amount
- d. Projected Close Date
- e. Estimated # of Mailbox Seats



4. Select "Save" for submission to Zimbra's team internally

5. VAR will receive either an approval or rejection notification based on Zimbra's assessment and review of submission

LEAD ROUTING PROCESS (FOR PARTNERS)

1. Partner receives notification via email of new lead being assigned to them
2. Partner contact logs into Zimbra Portal to view lead
3. Select "View Leads" icon 
4. Partner can view and edit details of associated lead
5. Partner can add details to "Partner Notes" field that upon saving, will pass information back to assigned Zimbra CSM
6. Partner can convert lead to deal or close lead as they move through the sales process

REBATE PROGRAM

- Partners must sell \$125k MSRP within Zimbra's Fiscal Year
- Opportunities must be:
 - Full value of New/Growth Subscription orders
 - License value of New/Growth Perpetual orders
 - Any deal requiring greater than 50% off MSRP will not qualify
- Deals of any size can qualify, and no registration of deals is required for the purpose of Reseller Rebates (separately however, deal registration is recommended so Partners can leverage the financial benefits of the Zimbra Deal Registration program)
- Renewals of all kinds are NOT eligible (subscription, support, etc.)



ZIMBRA ONLINE STORE

ZIMBRA ONLINE STORE

- Officially released this month
- We receive several leads from small customers that wish to buy online
- Most of these leads are < 25 mailboxes, all are < 100 mailboxes
- VMware handled this business via an online store
- We have been passing these leads to partners. Partners cannot profitably engage these leads
- Conversion rates are very low
- Bringing back on-line store for new prospects with < 100 mailboxes

The screenshot shows the Zimbra website with a blue navigation bar containing links: Products, Downloads, Success Stories, Resources, Partners, Support, About Us, Contact Us, Buy, and Try. The main heading is "Zimbra In Your Data Center or In the Cloud" with the subtext "We have the solution that's right for you".

Buy Zimbra for Your Data Center

Looking to tightly integrate Zimbra into your existing IT infrastructure and back office business applications? Contact one of Zimbra's 1,200+ Value Added Resellers for a quote to deploy Zimbra into your secure & private data center.

GET A QUOTE

Partner Lead

Subscribe to Zimbra Cloud Email

Want the benefits of Zimbra email collaboration without the costs and hassle of maintaining your own environment? Contact one of our 500+ service providers to find an affordable cloud email subscription plan that meets your needs.

GET A QUOTE

Partner Lead

Need Up to 100 Mailboxes?

In our online store, new customers can buy Zimbra Network Edition Professional to download, install and run in Linux environment for up to 100 mailboxes.

Network Edition Professional includes 8x5 email, phone and chat support, and Zimbra Suite Plus add-ons to extend the capabilities of your Zimbra Server.

Support for up to 100 **Open Source** mailboxes can also be purchased online. Add Zimbra Suite Plus to optimize your server.

SHOP NOW

Online Store

ZIMBRA ONLINE STORE - RULES

- USD only for now
- No Discounts! Products sold at list price.
- Zimbra Subscription Licenses Only.
- Orders over 100 mailboxes receive notice that better pricing is available via channel
- Government, Education and Non-Profits receive notice that better pricing is available via the channel
- Online Store is for new customers only (existing customers wishing to place growth orders will be redirected to the channel)

Better Pricing Is Available

Our Value Added Resellers have better pricing for more than 100 mailboxes. Click the GET QUOTE button below to contact our network of 1500+ resellers.

If you'd like to proceed with your order here, click NO THANKS.

[NO THANKS](#)

[GET QUOTE](#)

Government, Education or Non-Profit?

You may qualify for [special discounts](#).

Q&A

A woman with long brown hair is sitting in a light-colored armchair, smiling and looking at a tablet computer. She is wearing a light blue t-shirt and a gold bracelet. In the background, a man is sitting at a desk, working on a laptop. The room has a modern, minimalist feel with a white wall, a wooden floor, and a small white table with a vase of dried branches. The text "THANK YOU!" is overlaid in large, white, bold letters across the center of the image.

THANK YOU!

