

Zimbra Tuning Service

Enterprise Email & Collaboration Platform

At a Glance

The Zimbra Tuning service is delivered by Zimbra Certified Professionals and **ensures that you have the most successful, stable, secure and scalable Zimbra Collaboration deployment with the best system architecture and configuration for your requirements.**

This service provides a system-level tuning check for your Zimbra Collaboration deployment that takes into account your business and technical requirements and leverages Zimbra best practices.

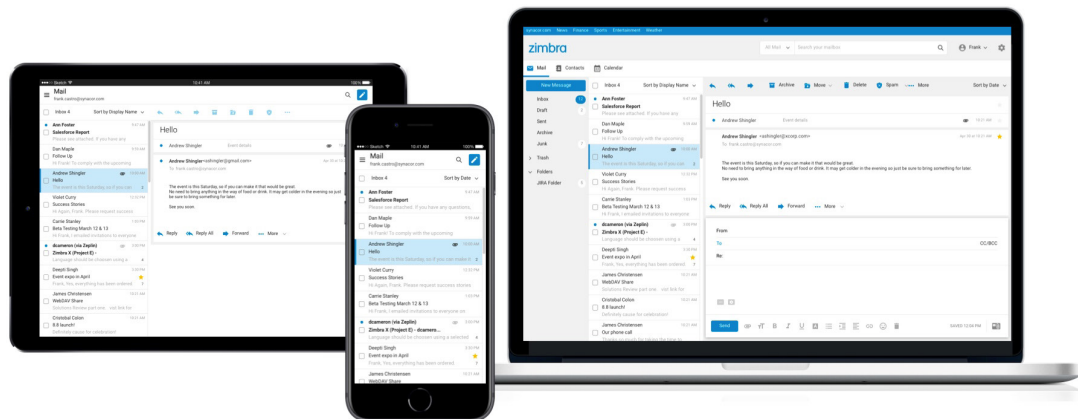
Optimize Your Zimbra Deployment

Zimbra Collaboration **boosts user productivity** and **dramatically reduces TCO** compared to legacy email vendors. Zimbra provides advanced compatibility with existing desktop email clients, ActiveSync for mobile workers, extensibility and integration with key business applications, better server scalability and more efficient administration.

In this Tuning service, a Zimbra Certified Professional will help you collect statistics, user profiles and usage data, as well as review your current configuration. We will analyze this data to understand if **your current deployment is running in an optimized and secure state.** You will receive a report and workshop with recommendations and necessary changes to make sure your Zimbra system is configured and running optimally for your needs.

KEY FEATURES

- Maximize your Zimbra deployment for optimal performance
- Ensure your Zimbra deployment is running in a safe and secure state
- Confirm that you have the latest Zimbra performance tuning
- Ensure that you have the best Zimbra configuration available for your specific requirements



Goal

The goal of the Tuning service is to understand your targeted or current end-user profile and review your current architecture, mail flow, configuration and system/storage layout to ensure that your organization has the right balance for the optimal Zimbra implementation.

Zimbra Approach

The Tuning service begins with a team kickoff meeting (the Zimbra team, you & your IT/Business subject matter experts) to review your current Zimbra Collaboration platform, understand any existing issues and coordinate the data collection. To maximize the value of your time with the Zimbra team, we ask you to collect data such as end-customer profiles and usage, so we can focus on analyzing the data and making recommendations for better optimization.

This service is **fully executed remotely** and will require remote access for the Zimbra team to gather configuration data and look at specific current issues. Zimbra may assist in the collection of any required data that is not already contained in existing customer documentation or support cases. In very large environments, only one server of each type will be used for review. We assume that all servers of the same type have exactly the same configuration and setup.

The Tuning service may include:

- Log files and diagnostic tool output
- Administrative access review
- Peak usage (time-lines)
- Active and concurrent user ratios
- Protocol use by percent: IMAP/ActiveSync/SOAP etc.
- Database sizes by MBS
- Mailbox sizes (number for largest/top ten percent (10%) – number for smallest/bottom ten percent (10%) – overall average size)
- Message and attachment sizes
- Zimbra Collaboration component network port configuration
- OS version and patch verification
- Calendar activity
- Existing system and storage architecture details, including specific server types and configuration

Scope and Pricing

The Zimbra Collaboration Tuning service is offered as a packaged service at a fixed fee. Please contact your local Zimbra representative for pricing information or email ps@synacor.com.

About Synacor Professional Services

Synacor Professional Services has a global team of Zimbra Experts delivering world-class service and support to Zimbra clients around the world. Leverage our extensive experience implementing and managing Zimbra Collaboration solutions. We have a tight, in-house partnership with our Zimbra Engineering & Support teams, as well as specific knowledge across a variety of industries, ensuring you a successful engagement that maximizes your Zimbra investment.