

# Zimbra Upgrade Service

## Enterprise Email & Collaboration Platform

### Why Upgrade?

Are you running an old or unsupported version of Zimbra Collaboration? Think you're not getting the most value from your Zimbra solution? Want to take advantage of the newest features Zimbra has to offer? Concerned about security and want to be sure that you're up-to-date with the latest security updates? Uncomfortable doing the upgrade yourself?

If you answer Yes to any of these questions, Synacor Professional Services can help you with our Zimbra Upgrade Service.

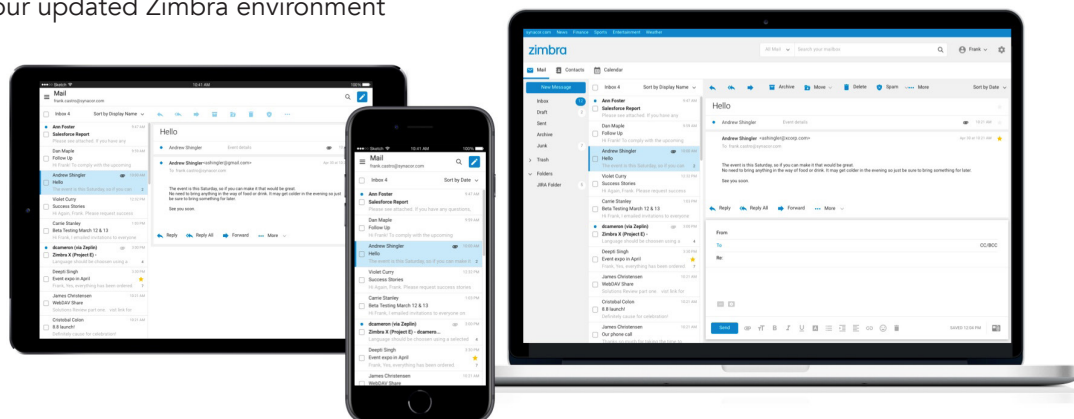
This is a **low-impact, quick, smooth Upgrade Service** for customers running older versions of Zimbra Collaboration (8.7 or older) and want to upgrade to the latest version of Zimbra (8.8 or 9) for the latest features, capabilities and security enhancements. Delivered by our experienced Zimbra Professionals, you will receive **expert advice and step-by-step assistance** for a complete upgrade to the latest version of Zimbra Collaboration.

This service is designed to:

- **Review and assess** your current environment and provide a specific upgrade strategy and plan for your deployment to minimize the impact on your users
- **Educate** you about any new Zimbra features that you may want to activate as part of the upgrade
- **Upgrade** your Zimbra software
- **Validate and verify** that the upgraded environment is configured and working properly and that all current Zimbra security patches are applied to protect your data
- **Provide a final debrief** with recommendations on maintaining and supporting your updated Zimbra environment

### KEY FEATURES

- Expert, turn-key consulting for your Zimbra upgrade
- Minimize downtime & user impact during the upgrade
- Ensure your Zimbra deployment is running the latest version for all new security updates
- Access new & improved features & capabilities including Realtime Backup & Restore, Mobile Sync, HSM & Volume Mgmt, Zimbra Drive, Zimbra Chat, Zimbra Talk
- Increase performance and simplify administration
- Choice: With Zimbra 9, users can choose our new, responsive Modern UI or the Classic UI (from Zimbra 8)



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## Target Audience

This service is best suited for Zimbra **customers with small to medium environments (up to 5,000 mailboxes)**. Customers with larger and more complex deployments (5K to 5M mailboxes) can consult with Synacor Professional Services to design a more suitable service package.

## Zimbra Approach

The Upgrade Service begins with a team kickoff meeting (the Zimbra team, you & your IT/Business subject matter experts) to review your current Zimbra Collaboration implementation and your key business goals for the upgrade. **Our goal is to understand your existing requirements, architecture and Zimbra Collaboration integrations and customizations, so we can develop a specific plan for your upgrade.**

In most cases, the approach will involve one of the following two options:

- In-place Upgrade Strategy
- New Environment Upgrade Strategy

Once this high-level approach is determined, our Zimbra Experts will focus on:

- Optimizing all strategic Zimbra Collaboration capabilities that increase stability while reducing application management and support.
- Determining the best methods for backing up the environment to provide an upgrade roll-back strategy.
- Modeling and documenting the exact steps necessary to execute the upgrade for your environment.
- Identifying the necessary steps to re-apply any customizations, configurations or other areas that are bypassed by the standard upgrade processes.
- Determining the optimum usage of available maintenance windows to minimize end-user impact.
- Ensuring comprehensive and pertinent upgrade validation checks.

## Requirements

To provide the Zimbra Upgrade Service, **we will need your help to provide the Zimbra Experts with key information and resources.** Meeting the following requirements will ensure a successful upgrade:

- **Be available** for joint, collaborative discussions facilitated by email conversations, conference calls and screen sharing.
- **Execute scripts** against your Zimbra environment for information gathering purposes.
- Provide remote access to your Zimbra Collaboration environment through either VPN and SSH or screen sharing applications.
- **Create servers** (physical or virtual) based on specifications provided by the Zimbra team. This applies to customers who are best suited for the New Environment Upgrade Strategy.
- **Provide an isolated lab environment** where you can simulate and test processes.
- **Provide a current Zimbra environment** running at least Zimbra Collaboration 7.2.7. Accommodations can be made if you are running an older version.

## Scope and Pricing

The Zimbra Collaboration Upgrade Service is offered as a packaged service at a fixed fee. Please contact your local Zimbra representative for pricing information at [ps@zimbra.com](mailto:ps@zimbra.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 upgrade that maximizes your Zimbra investment.