At A Glance

This service, delivered by Zimbra Certified Professionals, provides you with a health check for your Zimbra Collaboration implementation. This service addresses the business and technical requirements of Zimbra customers and leverages best practices developed by Zimbra.

Enable the Potential of Zimbra Collaboration

With the most innovative web application available today, Zimbra Collaboration boosts the productivity of users on any desktop and dramatically reduces TCO compared to legacy platform vendors. Other key advantages include advanced compatibility with existing desktop email clients, over-the-air sync to smartphones (iPhone, Android, BlackBerry), better server scalability and more efficient administration.

Enable a successful, stable, secure, and scalable Zimbra Collaboration deployment with the appropriate system architecture and configuration via the Zimbra Collaboration Health Check service. This service provides a system-level health check for Zimbra Collaboration that takes into account your business needs, goals, and requirements.

A Zimbra Certified Professional will help you collect the statistics and user profile and usage data, as well as review the current configuration. We will analyze and review this data to understand if the current deployment is running in a healthy and secure state. You will receive a report and workshop on recommendations and necessary changes to make sure the system is set up, configured, and running in the optimal way for your needs.

Zimbra Approach

Our Health Check approach is to understand the targeted or current end-user profile as well as review the current architecture, mail flow, configuration, and system/storage layout. The key advantage to this approach is the experience and expertise provided by our Zimbra Professional Services team, which ensures that your organization has the right balance to meet your technical requirements, time needs, and cost constraints.

KEY BENEFITS

- Get the most out of your Zimbra Service
- Determine if your Zimbra deployment is running in a healthy and secure state using the latest tuning and configuration available
- Ensure that your Zimbra system is running optimally and using the correct configuration for your specific needs and requirements
**Health Check can 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

The service begins with a customer and Zimbra joint team meeting (conference call) to review the current Zimbra Collaboration platform, understand any existing issues and coordinate the data collection. To maximize the value of your time spent with the consultant, we ask you to collect data such as end-customer profiles and usage. This allows our consultant to focus on analyzing the data and making recommendations for better optimization.

This service is fully executed remotely and will require remote access for the consultant to gather configuration data and look at specific current issues. Zimbra may assist in the collection of any required data which 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.

**About Zimbra Professional Services**

Zimbra Professional Services is here to deliver a top-quality service by providing a premium repository of knowledge and experience on Zimbra Collaboration, messaging and collaboration services. Zimbra Professional Services provides industry-leading consulting and knowledge transfer, enabling customers to get the most out of their investments in Zimbra solutions.

**Scope and Pricing**

The Zimbra Collaboration Health Check service is offered as a packaged service at a fixed fee. Contact your local Zimbra representative for pricing information.