At A Glance

This service, delivered by Zimbra Certified Professionals, provides you with expert advice and assistance with upgrading your Zimbra Collaboration implementation to the latest release. A Zimbra expert will work directly with your IT and business subject matter experts to review your Zimbra Collaboration implementation. Our focus will be to understand your email architecture and environment to recommend the best approach, plan and step-by-step method for you to have a successful upgrade.

This service is designed to:

- Provide expert consulting for customers who will perform the upgrade on their own.
- Assist with a strategic plan.
- Provide step-by-step instructions based on your environment.

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.

Zimbra Approach

Our upgrade approach is two-fold:

1. To educate you on the new features of Zimbra Collaboration, including architecture changes that may affect your upgrade.
2. To work with you to understand your email platform architecture and any Zimbra Collaboration integrations and customizations you have implemented.

KEY BENEFITS

- Receive expert consulting that will help you upgrade Zimbra Collaboration on your own
- Get help with your strategic plan
- Obtain step-by-step instructions based on your environment
We will use this information to help you develop a strategic upgrade plan that answers these important questions:

- What upgrade method is recommended for your environment?
- What are the advantages and disadvantages of the method?
- What tasks are required before the upgrade, based on your environment?
- What steps to follow during the upgrade?
- What follow-up testing should be conducted?

This service begins with a customer and Zimbra joint team meeting to review the project goals, timeline and specific activities. Additional workshops and joint planning will include in-depth examination of new Zimbra Collaboration features, components and any architecture changes that will affect your upgrade.

This service is typically executed remotely and will require remote access for the Zimbra consultant to gather data and analyze your current environment and implementation.

**Duration**

3 days

**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 the Zimbra Collaboration platform. Zimbra Professional Services provides industry-leading consulting and knowledge transfer, enabling customers to get the most out of their investment in Zimbra solutions.

**Scope and Pricing**

The Zimbra Upgrade Assessment service is offered as a packaged service at a fixed fee. Contact your local Zimbra representative for pricing information.