

Overview

Employees are bringing their own devices (BYOD) into the corporate environment and driving the type of devices supported by IT organizations. They have high expectations for applications and often prefer to access them on a device other than a PC. Easy-to-use consumer devices and cloud applications have set the standard for user experience expectations.

Zimbra Collaboration provides a next-generation solution that connects end users to their personal cloud, critical data on any device or platform and enhances productivity with a feature-rich experience. Zimbra also simplifies management by offering IT administrators a web-based administration console, reduced administration and management and portability across private and provider clouds.

Zimbra is an open and extensible collaboration platform that allows IT to support all devices and client operating systems and easily integrates with third-party platforms and applications. This summary will primarily focus on comparing Zimbra with Microsoft Office 365 and Outlook. Microsoft Office 365 is built using Microsoft Exchange 2013 so many of the limitations of Microsoft Exchange 2013 also apply to Microsoft Office 365.

Key Reasons for Zimbra

High Quality Online & Offline User Experience

Zimbra is supported across all major browsers (Safari, Internet Explorer, Firefox and Chrome) on Mac, Windows and Linux clients. Zimbra users have a rich and consistent experience as they use the Zimbra web client across different browsers, increasing user satisfaction and reducing support costs and user training.

Microsoft Office 365 provides an inconsistent user experience when users move from the Outlook client to the web client, OWA and across web browsers. For example, OWA premium is not available for Chrome on Mac or Linux. As users move from the Outlook client to the web client, there are two versions of OWA depending on the browser and platform – Premium and Light. Many of the plug-ins available in the Outlook client are not available in OWA. Premium OWA provides the closest user experience to the Outlook client but OWA Light still

lacks some of the features in OWA premium, including tasks module, reminders, HTML composing of messages, viewing your calendar one week at time, etc.

Access Zimbra from Any Device

Most Zimbra users will access Zimbra using the Zimbra web client. Zimbra also supports access from a variety of other devices.

- **Zimbra rich web experience**
High quality, rich and consistent experience for users supported across all major browsers and on Mac, Linux or Windows desktops.
- **Outlook**
Users who do not want to use the Zimbra web client have the option to use Outlook.
- **Third-party email clients**
Zimbra supports open standards and can be accessed by third-party email clients that support IMAP, POP, CardDAV, CalDAV and Apple iSync.
- **Smartphones and tablets**
Smartphones such as iPhone, Android or Windows-based and Blackberry smartphones are supported. Zimbra can also be accessed via tablets that support ActiveSync and/or through the mobile browser.

Microsoft Office 365 does not provide a consistent experience between the Outlook desktop client and the web client, OWA. The Outlook client experience is different on a Mac than on the traditional Windows platform. Microsoft eliminated Entourage and added Outlook for Mac to Office 2011 but users who have worked with Outlook on Windows will find that the workflow is different and it takes many more steps to do the same tasks on Outlook on Mac than Outlook on Windows.

Rich Extensibility with Zimlets

The Zimbra web client and the administration interface can be extended using Zimlets. Some Zimlets are shipped with the product; customers can also download and review a wide variety of Zimlets from the Zimlet Gallery or create their own.

Third-party components cannot be installed on Microsoft Office 365, limiting integration with other applications and services. In addition, Outlook plug-ins cannot be reused for OWA because the APIs are different, resulting in additional time and effort for developers to extend the same functionality in Outlook client for OWA. Additionally, some Outlook plug-ins are not available for OWA due to limitations in the OWA APIs. Outlook plug-ins are common but different Outlook client-side plug-ins can be incompatible, causing error messages or the client to crash. Outlook users can download and install their own plug-ins as well as install corporate-mandated plug-ins, resulting in many support calls. Zimlets for the Zimbra web client are installed on the web server and can be tested to ensure compatibility before deploying in production.

Flexible Solution and Simple Administration

Zimbra provides support for multiple domains as well as granular and flexible administration for each domain. Zimbra's customers vary from small to large organizations, including large service providers that need to support various businesses in a hosted environment and millions of users for a consumer service provider.

The Zimbra solution is flexible, requires low maintenance and will scale with the business. Microsoft Office 365 is a hosted solution and not all of the on-premise features are available online. With a hosted solution, customers face restrictions on storage and message and mailbox sizes. Exchange Online does not support unlimited message and mailbox sizes and SharePoint storage is limited to 10GB per tenant with 500M per user, which is a challenge when Office Web App files can only be opened when stored on a SharePoint site. Additionally, Office Web App files cannot be opened from a local drive. Several bundled solutions are offered by Microsoft Office 365, including one specifically for small businesses called P1. However, businesses that choose the small business solution will not be able to easily migrate to an enterprise-level solution or back to an on-premise solution, which makes it difficult for companies to adjust their options as their business evolves.

Control Over Data and Service Levels

Zimbra provides the option of an on-premise solution (with hierarchical storage management for storage optimization) or a hosted solution with one of many service provider partners. A variety of service provider partners enables organizations to find the right provider to meet specific business requirements. Zimbra is a proven choice, with thousands of customers in production since 2004 and continual growth in more than 135 countries.

Organizations increasingly face uncertainty over compliance, security and service levels when using Microsoft Office 365. It is a multitenant solution and the data can be stored anywhere in the world. With no international data privacy laws, organizations need to be aware of how this will impact compliance and create risk for the business. Microsoft offers a dedicated service but requires at least 30,000 seats for non-federal organizations. Microsoft Office 365 also requires a fast and reliable Internet connection with an upload speed of 2MB/s and if large files are stored in SharePoint, Microsoft recommends a minimum of 4MB/s. Relinquishing control over the solution also requires organizations to rely on Microsoft to take steps to ensure service levels are met. Since the launch of Microsoft Office 365, the cloud service has been hit with several outages lasting from several hours to several days.

Summary

Zimbra continues to deliver a next generation, enterprise ready email and collaboration solution with a superior online and offline client user experience that is supported across all the major platforms. It makes continued investments in driving down IT operational and administrative costs as it adapts to new trends of collaboration in the enterprise.

Feature Comparison Guide	Zimbra	Office 365
Spell Check	Y	N
Custom dictionary	Y	N
Page navigation (arrow move pg to pg, etc)	Y	N
Print preview	Y	N
Many signatures	Y	N
Attachments in reply	Y	N
Address context in email	Y	N
Zip file of messages	Y	N
Appointment created from email	Y	N
Many message forward	Y	N
Email as attachment	Y	N
Contact CSV import / export	Y	Import Only
Copy and move contacts	Y	N
Time zone auto mods	Y	N
Declined appointments greyed out	Y	N
Small calendar view	Y	N
Date hover in small calendar view shows schedule	Y	N
iCal import	Y	N
Show calendar in iCal format	Y	N
Continuous, robust and fast search	Y	N
Searches saved	Y	N
Sharing contacts with internal, external and public users	Y	N
Sharing tasks with internal, external and public users	Y	N
Apps	Y	Office Only
Inbox size	Configurable	25G
Attachment size	Configurable	25M
Cross platform compatibility	Y	N