Zimbra Roadmap and Product Update
February 2015

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February, 2015

Agenda

1 Summary Roadmap Next 12 Months

2 Zimbra Collaboration - Chat

3 Zimbra Sync and Share
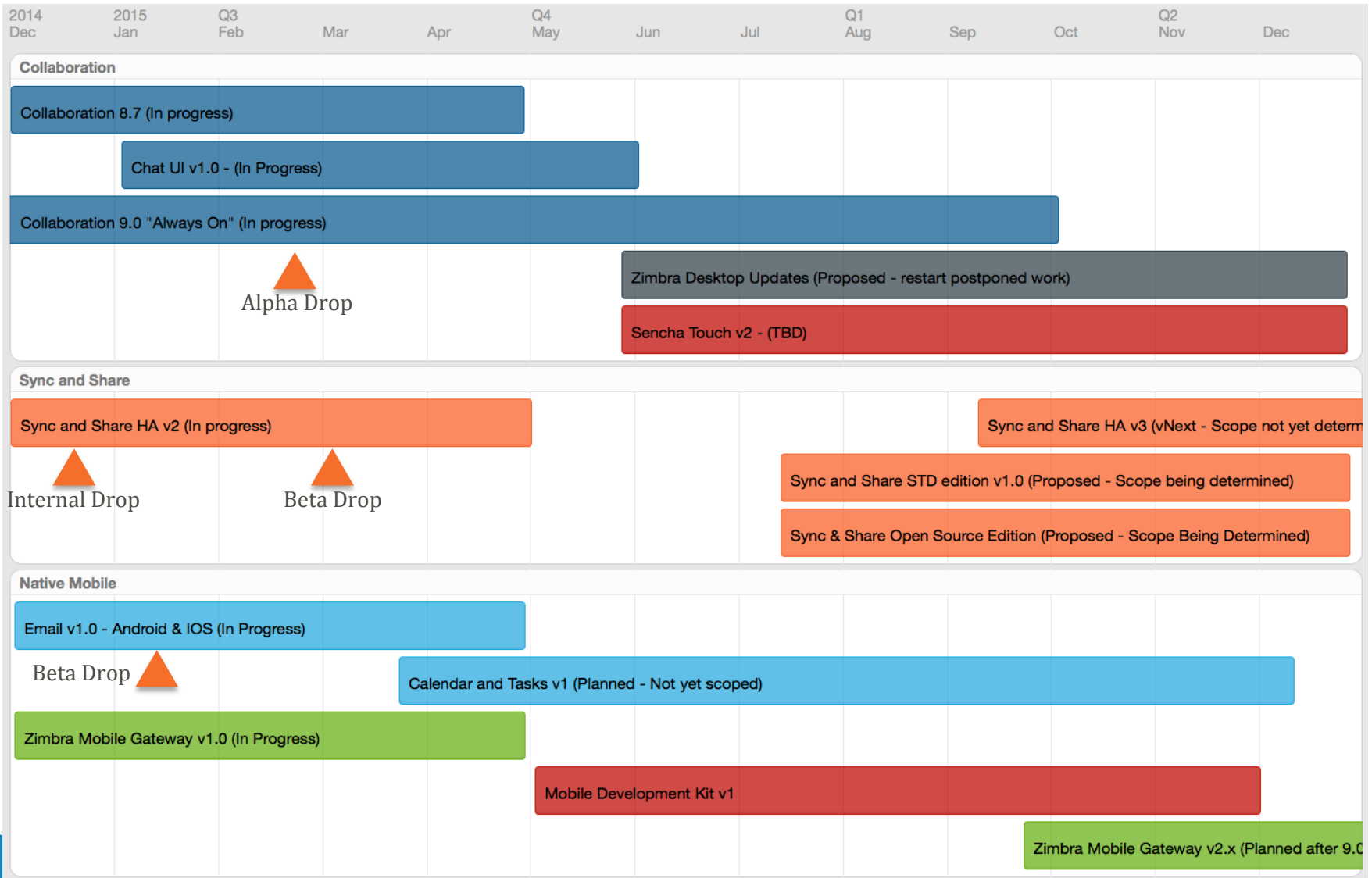
4 Zimbra Collaboration - Native Mobile Application

5 Zimbra Collaboration – Always-On

① **Summary Roadmap Next 12 Months**

Summary Roadmap Next 12 Months

vCurrent Collaboration

Collaboration 8.7 – "Mobile Gateway"

April 2015

- Zimbra Mobile Gateway + Push Notifications + 2-Factor Security
- Chat UI
- Accessibility – Phase II
- Re-Packaging to enable improved patching and updating
- Bug fixes from 8.6

Collaboration 9.x – "Always-On"

Fall 2015
Alpha Feb 2015

- Always-On phase 2
- Packaging phase III with a lot of infrastructure enhancements
- Search using SOLR
- Encryption enhancements for In-transit
- User event collection for analytics
- ActiveSync and admin UI updates

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Sync and Share – "Private Attachments" **Beta March 2015**

- Zimbra branding
- Initial integration to Collaboration and Social
- Sold as extension to Collaboration and Social
- Primary target are CSPs/BSPs
- New features for "Private Attachments" and "Document Preview"

Native Mobile Apps – "Mail App" **Beta January 2015 End Apr 2015 Release**

- First release is a mobile client development platform targeted at our top CSPs and BSPs
- Allows CSPs and BSPs to deliver a branded and customized native mobile email app on both Android and IOS
- Early beta customer access begins January 12
- Target GA end of April
- Requires Zimbra Mobile Gateway v1
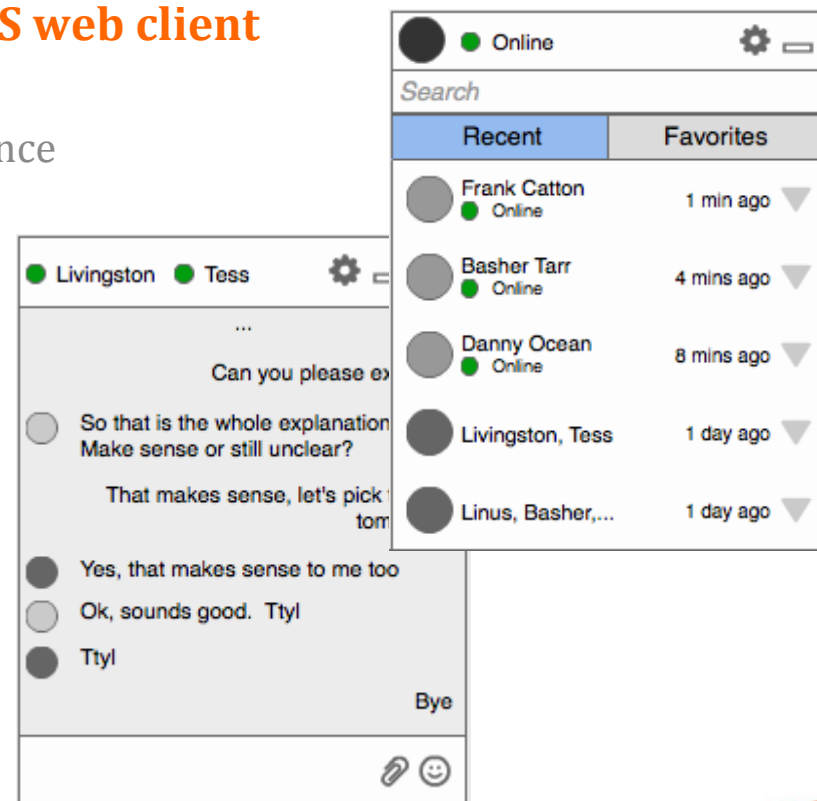
② Zimbra Collaboration - Chat

Zimbra Chat

Chat is coming back in the ZCS Web Client and setting the stage for real-time messaging and communication in Zimbra

Rich chat experience integrated in the ZCS web client

- Embedded Click-to-chat in contact cards
- Integrated presence throughout email experience
- Pin a conversation to favorites list
- Search for contacts to initiate conversations
- Custom status messages

Supports popular XMPP servers

- Ejabberd, OpenFire, mongooseIM
- Peer to peer and multi-user chat
- Chat with any XMPP enabled user
- View chat history and missed chats

Zimbra Chat

Central Chat Hub persist in the UI and can be minimized

Chat windows can be minimized and closed

Themes for Chat Releases

vCurrent
Chat, Presence, Scalability, Integration

- Integrate a web-based chat interface and presence within Zimbra collaboration
- Support popular XMPP chat servers

vNext
Integration, File Sharing

- Include chat message search in ZCS
- Include Sync and share features in chat workflow

vFuture
Mobile, Voice and Video

- Include chat/presence in mobile experiences
- WebRTC/UCC/Voice and video

3 Zimbra Sync and Share

Zimbra Sync and Share

A secure, carrier-grade alternative to consumer apps for file sync and share

Designed for service providers and enterprises

- Multi-tenant
- Storage agnostic
- Chargeback data
- Built for massively scalable clouds

Enables cloud services

- Abstraction across multiple storage types
- Implement and manage storage clouds

Supports multiple clients

- Web browsers
- Native clients: Windows and Mac
- Mobile support: iOS and Android

Tablets   **Laptops and Desktops**   **Phones**
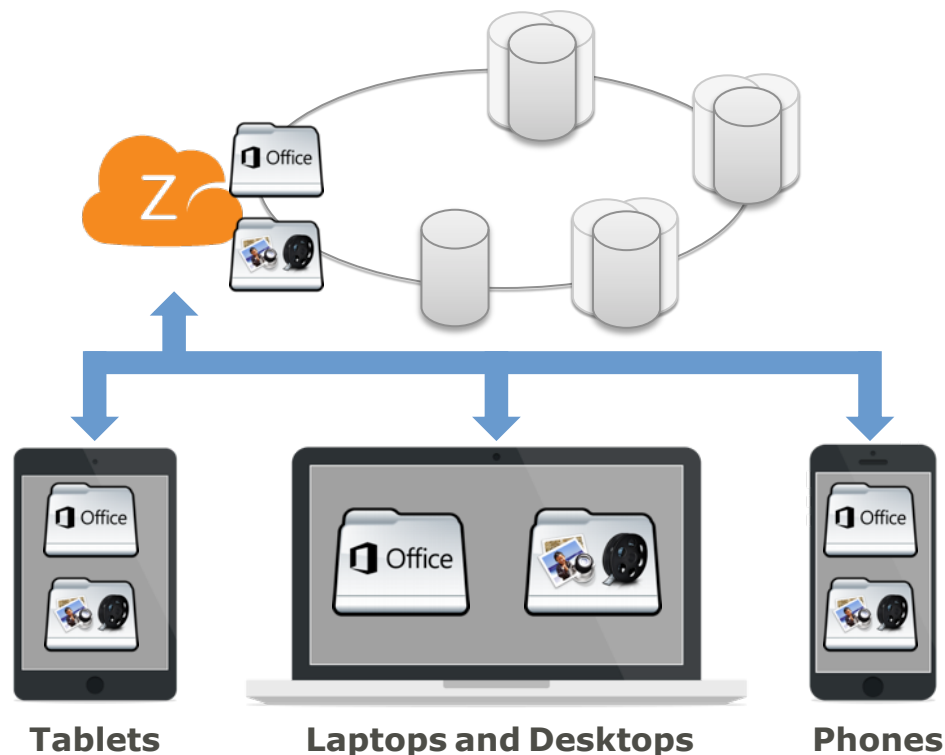
Zimbra Sync and Share

Share more - worry less with simple, secure and mobile file sync and share

User-friendly file sync and share

- Easily share files with co-workers, partners and customers
- Improve employee productivity with a simple user experience
- Support a broad range of devices including tablets and smartphones

Secure and private file sharing

- Stay in control by deploying and managing file sync and share in your own data center
- Protect the privacy of your company's data with a more secure alternative to consumer applications like Dropbox
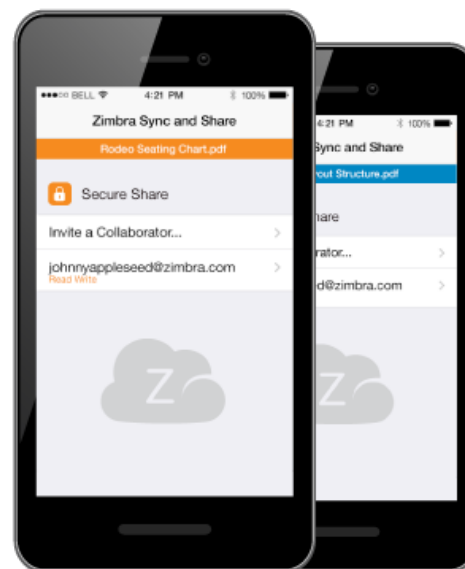
Private File Sharing

Email files securely so that attachments cannot be shared.

Zimbra Private File Sharing allows you to add attachments to email and only the recipients of the email will have permission to open the attachment.

Benefits

- Decrease risk of information disclosure.
- Ensure only intended recipients have access to attachments.
- Attachments cannot be 'forwarded' or 'shared' unless the recipient is given permission by the attachment owner.
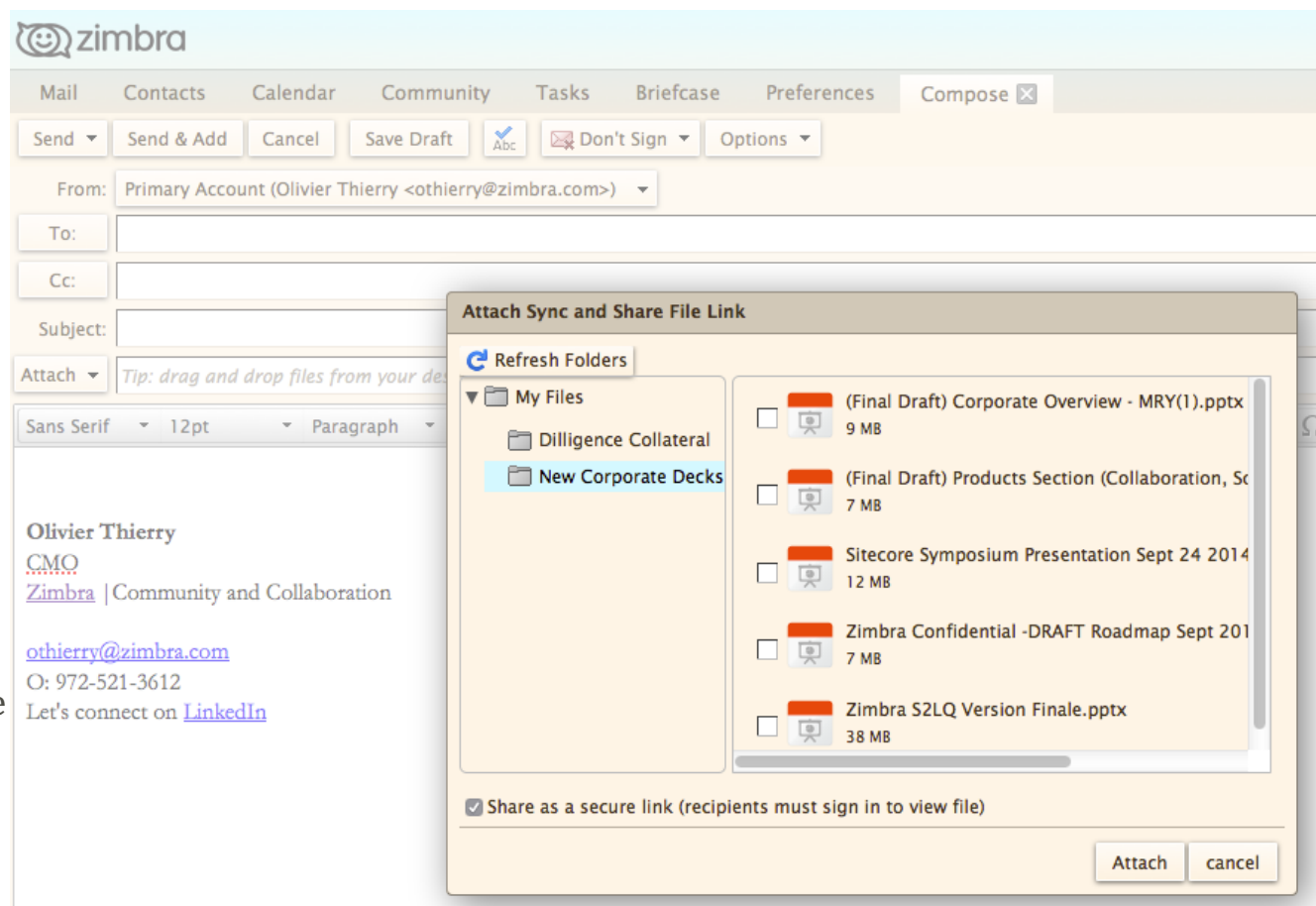
Zimbra Sync and Share Integration

A powerful, open platform for collaboration that is extensible and secure

UX

Zimbra Web Client

Native Clients

Tablets and Mobile Devices

Access
CDMI
SNIA™
Interop
amazon web services™
ZSS zimbra®
WebDAV
DAV

Cloud Data Management Interface
Amazon S3 Interoperability
Sync / Share Platform
Web Dist. Authoring & Versioning

Services

| Identity Management | Provisioning | Security | Multi-tenancy |
| Geo-location | Geo-replication | Single Namespace | Usage Billing |

Storage Abstraction

File Systems
- NFS
- CIFS

Object Stores
- DELL DX6000 Object Storage Platform
- DataDirect NETWORKS WOS™ WEB OBJECT SCALER
- Cleversafe LIMITLESS DATA STORAGE
- NetApp StorageGRID

Cloud
- amazon web services™ S3
- openstack CLOUD SOFTWARE

Deployment Options

Traditional

- On-premises, hosted or hybrid

- Offer dedicated or multi-tenanted service

- Back-end storage options range from NFS, CiFS, Object Storage

- Add servers to existing cluster or additional clusters at different locations

Private Cloud

- On-premises, hosted or hybrid

- Offer dedicated or multi-tenanted service

- Back-end storage options range from NFS, CiFS, Object Storage

- Add servers to existing cluster or additional clusters at different locations

Public Cloud

- Zimbra Service Providers

- No hardware, OS, or software administration

- Guaranteed SLAs from Zimbra Service Providers

- Meet compliance guidelines for data locality

Zimbra Sync and Share Release Themes (vNext/vFuture)

Open Source and Integration

- Package ZSS and a few core subcomponents for open source release
- Integrate core components of ZSS platform into Zimbra Collaboration Suite

Service Provider Friendly

- Offer a scalable solution with less server hardware requirements
- Take advantage of available shared storage/hardware
- Provide friendly management control panel experience for admins

UI Client Upgrades

- Include modern mobile experiences into Android and iOS apps
- Enhance all clients to utilize advanced features of the Sync and share server

4   **Zimbra Collaboration - Native Mobile Application**

Zimbra Native Mobile Application

- ✓ Delivered as a native client application + server gateway

- ✓ High performance, secure native client for IOS and Android that is enabled through Zimbra Mobile Gateway server side functionality

- ✓ Delivers a superior consumer-grade user experience yet provides business-class enhanced functionality, performance and security

- ✓ Powered by the Zimbra Mobile Gateway, the Zimbra Native Mobile Application can integrate with multiple email services and can be fully customized and branded to suit the needs of the business

Zimbra Native Mobile Application

Zimbra Native Client

Zimbra Mobile Gateway
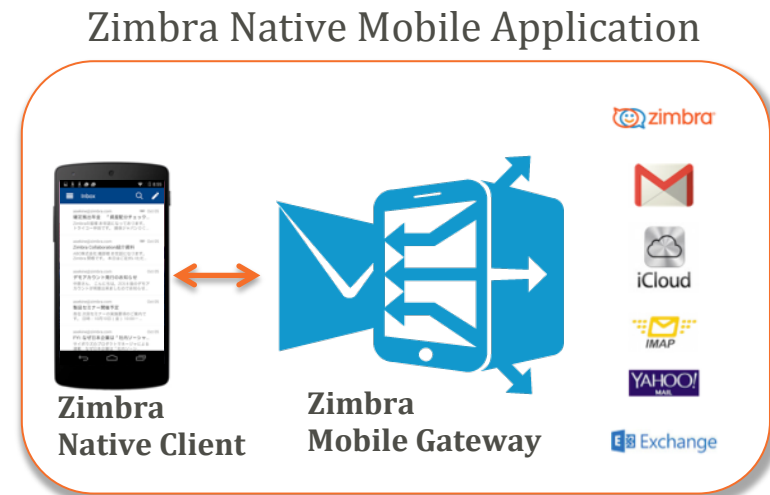
Zimbra Native Mobile Application
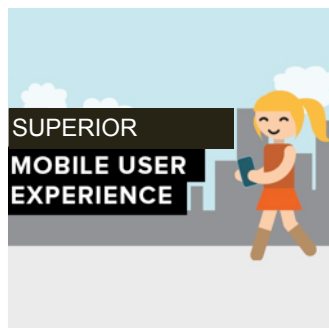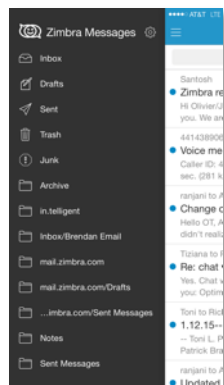
Customizable	Superior UX	High Performance	Highly Secure
• Configurable	• Integrates and manages multiple accounts	• A lot of heavy lifting processing done on server side drives better device performance and battery life	• Secure 2-factor authentication
• Easily add color palettes, language, and logo	• Uses native device extensions		• OAuth
• Support for internationalization and localization	• Offline capable with sync	• Smart client - Uses smartphone parallel graphics rendering to offload server processing	• Encrypted app data
• Platform SDK (future)	• Conversation-based		• Remote application wipe
	• Advanced gestures		

Cool features and Swipes!

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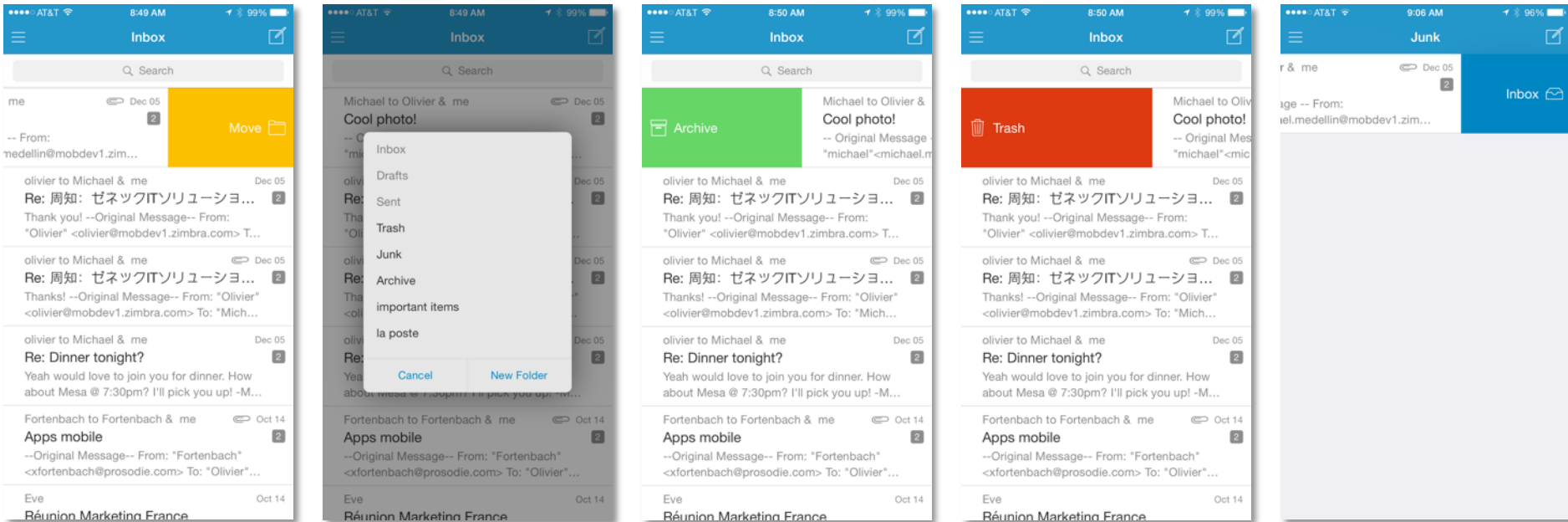
Zimbra Mobile Gateway

Ability to add additional email services into Zimbra mail experience

- Requires ZCS 8.7.x
- Brings additional functionality to email beyond standard protocols like IMAP
- 2-Factor security
- Higher performance and less device processing

My Devices

API/Web socket

Zimbra Mobile Gateway

SMTP

Gmail API

iCloud API

IMAP

IMAP

Exchange/AS
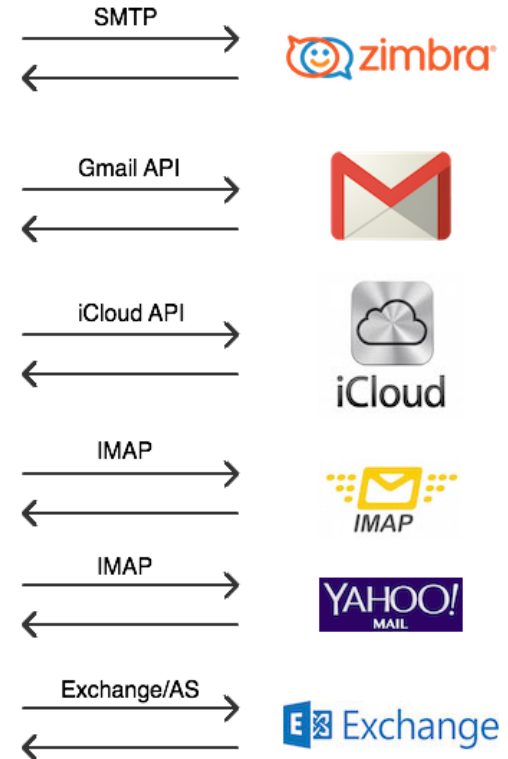
Zimbra Mobile Gateway v1 Specification Summary

External Authentication
Authenticate with external email servers using OAuth (Gmail, Yahoo! Mail, ZCS 7.x)

Unified Messaging
Manage message synchronization, actions and notifications from external sources

Account Provisioning
Create accounts for users to manage external email servers

Unified Search
Search email messages across external email accounts

Purging/Limit External Data
Provide methods to purge external data from Zimbra Mobile Gateway without affecting external source

Security
Provide methods for remote data wipe and at-rest encryption

Authentication can be with a "primary account" on the Zimbra Mobile Gateway

Device

Authenticates with
Zimbra 8.7, then adds
Zimbra 7.x and Gmail
credentials

**Zimbra Mobile
Gateway v1
(primary Acct.)
8.7**
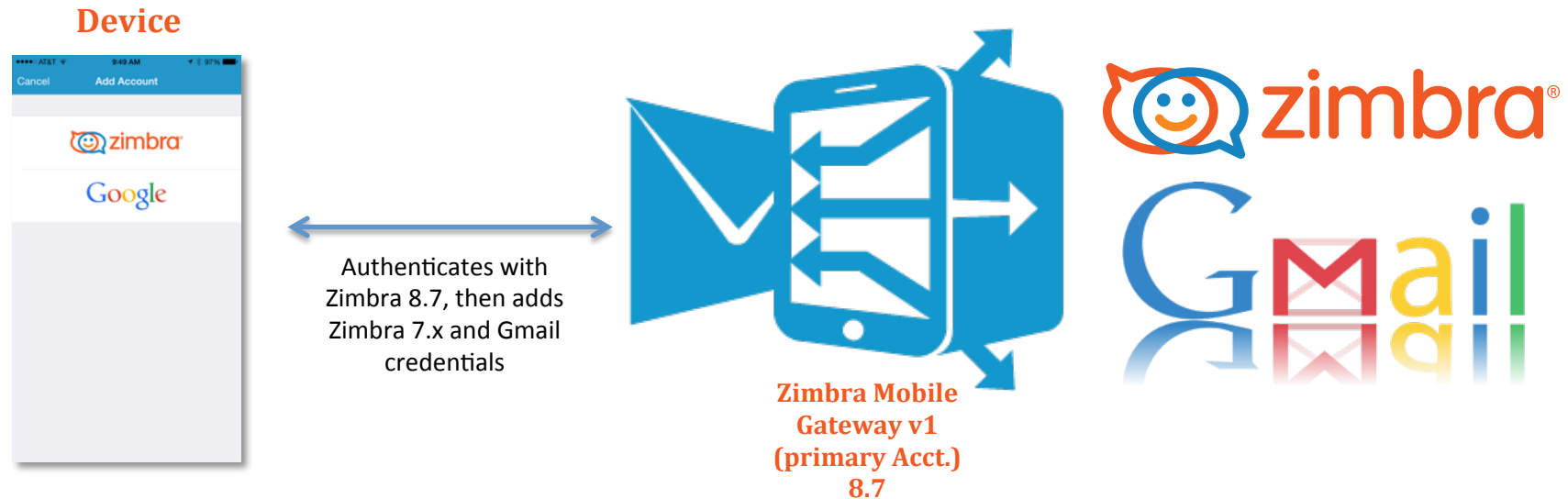
With Zimbra Mobile Gateway configured on the 8.7 server, the user simply authenticates with multiple email servers. If the authenticated Zimbra account resides on the 8.7 server, it acts as the primary email address and other email accounts are considered as external

Zimbra Mobile Gateway Benefits

✓ **Forward Thinking:** Using the server to manage all accounts allows for introduction of new features, including expanded messaging capabilities between users on ZMG servers

✓ **Better user experience:** By standardizing the email coming into the ZMG gateway, we're able to offer a better experience interacting with data coming from a wide variety of services

✓ **One login, multiple devices:** User doesn't have to add all of their accounts for each device they have—just remember one login and they are good to go

✓ **Push Notifications:** IMAP doesn't provide push notifications to users. ZMG will provide these

✓ **Better Battery life:** Requires less smartphone resources, using the CPU and device radio less frequently than a traditional protocol like IMAP

✓ **Better device performance:** Requires less computational resources than a full IMAP client. Allows for a broader range of smart phones to access the application without experience performance issues

✓ **More Secure:** Use OAuth to authenticate with the ZMG—providing a more secure, token-based method of authentication. Use two factor authentication to enhance

Future Plans
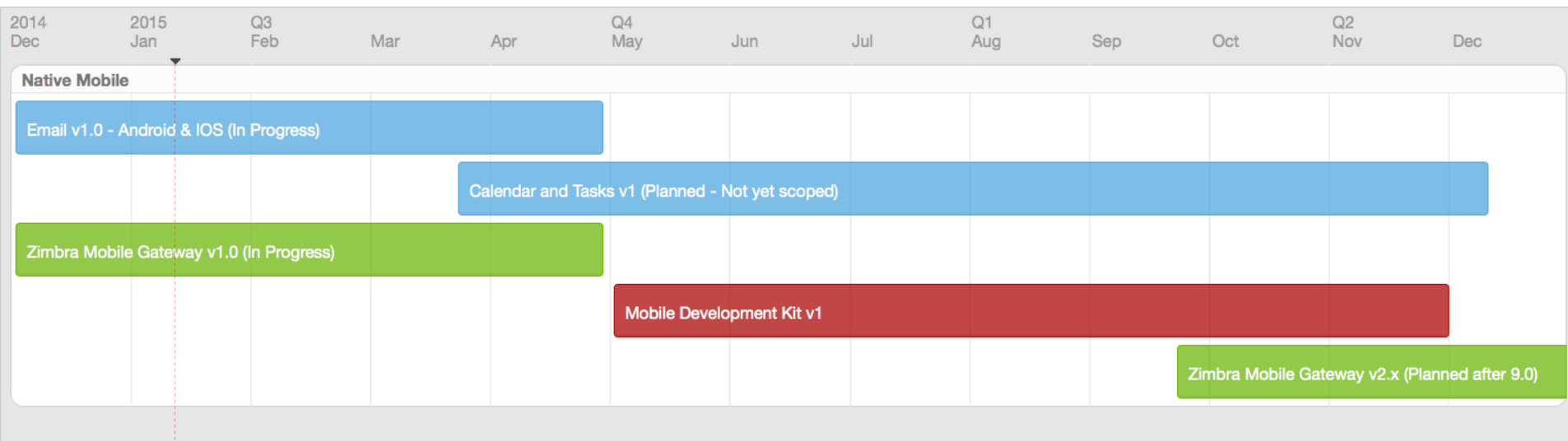
- Calendar and Tasks v1 planned for year end 2015 (in planning stage)
- Mobile Development Kit planned for year end 2015 (in planning stage)
- Mobile Gateway v2 proposed for start at end of 2015 based on production feedback

Mobile Development Kit (MDK)

Zimbra Mobile Client Development Kit

Mobile Client Development Kit v1

Deliver a mobile client development platform to our top CSPs and BSPs that allows them to deliver a branded and customized native mobile email app on both Android and IOS

- Product will include an MDK (Mobile Application Development Kit) consisting of our reference App, a new set of developer Rest APIs, and documentation
- Delivery Calendar Q4 2015

Mobile Development Kit

- Customer will be able to integrate other IOS/ Android applications directly with the native email mobile experience
- Built in hooks for the UI and an internal client REST API that can be used to access any data from the client
  1. Launch a customer application as part of an email workflow
  2. Integrate with other Customer Apps

Zimbra Reference App

Rest API

Communication Functions

Base Email Workflow +UI

Advanced Actions

Branding Data

Mobile Development Kit Documentation based on Functional Reference App

⑤ Zimbra Collaboration – Always-On

Zimbra Always-On

Next generation Active/Active Zimbra messaging architecture that provides continuously available email:

- ✓ Failures without service disruption and data loss
- ✓ Non-disruptive upgrades
- ✓ Higher performance
- ✓ Lower costs through more efficient usage of commodity hardware resources
- ✓ Elastic scaling based on workload demands

Current Zimbra architecture
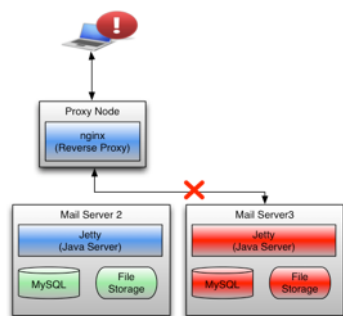
▸ Mailboxes are coupled to a particular server. No unplanned or planned failover capability

▸ Requires downtime to perform routine maintenance and upgrades.

Zimbra Always-On Architecture

▸ Decouples mailboxes, provides infrastructure fault tolerance.

▸ Enables rolling upgrades to minimize impact to customer service disruptions.

Architectural Design Goals

1. No single points of failure in the application components

2. Separating the application code from the data

3. Distributing state information across commodity storage

4. Multiple nodes servicing all application and data storage components

5. Automatic load balancing of client requests across the application and data layers

Zimbra Always-On End User Goals

1. **Seamless scale out/in** - It must be possible to add and remove new servers as load increases and decreases. The request load must be balanced appropriately amongst the servers that are available at any given time.

2. **Non-disruptive Maintenance-** It must be possible to take down a subset of the servers without inhibiting user data access.

3. **Service failover and session reallocation-** It must be possible to continue servicing requests even if a single server crashes.

4. **Transparent load balancing -** As users log in their requests must be distributed evenly amongst the available servers. If one server becomes too busy further requests must be redirected to another less busy server.

5. **Separation of data and code -** All data must be stored separately from the servers that run the business tier (i.e., the Zimbra code). It must be possible to add to the data tier separately from the business tier.

Zimbra Always-On Benefits

- ✓ Aligns with Service Provider high-uptime requirements
- ✓ Failed ZCS servers can have multiple failover options
- ✓ Workload balancing between ZCS servers
- ✓ Significantly boost Rolling Upgrade capability, to avoid down time
- ✓ Elastic or active-active solution is strongly preferred over active-passive, and elastic capabilities (such as DevOps and automated provisioning) can be utilized

- ✓ Enables application-layer failover (versus more costly hardware-based failover)
- ✓ Built on lower cost commodity hardware & software
- ✓ Reduces total deployment and management costs
- ✓ Reduced operational and labor costs
- ✓ Primary platform has backup built into it
- ✓ Capability of site recoverability with short RTO and RPO through the recovery of independent data sets or site-level data replication

Achieving Always-On

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Always-On Benefits

Phase 1 – ZCS 8.5
- Separate WebApp from Mailstore ("Web Application Server Split")
- Continue to support external cloud storage of Blob data via strengthened Blob StoreManager SDK
- Replace MySQL with MariaDB

- Web client customization requires zero downtime

Phase 2 – ZCS 9.x
- Retire sharded DBs, replacing with shared DB clusters
- Support MariaDB Galera Cluster
- Support external cloud storage of Index data (SolrCloud)
- Support external storage of Redolog data

- Achieves high availability ("HA") by supporting the loss of any single node
- Node failure without data loss

Phase 3 – ZCS 10.x
- Infrastructure as a Service integration: e.g., OpenStack or vSphere
- Platform as a Service integration: e.g., Docker, Deis
- Formation management
- Provisioning
- Elastic scaling
- Workload balancing
- Enhanced rolling upgrades

[scope in planning]
- Adds "DevOps" capabilities through automated provisioning and management
- Elastic load balancing & scale
- Improve density and efficiency with Docker

August 2014   October 2015   September 2016

Planned Schedule & Milestones

- ZCS 9.0 dates included here
- In parallel, Zimbra will be releasing ZCS 8.7 in Spring 2015, including improved packaging for easier patching and upgrades, native mobile client, additional Accessibility work (Calendar, Contacts)

Milestone Schedule

Date	Milestone
Tue Feb 24	ZCS 9.0 Alpha Preview
Tue May 18	ZCS 9.0 Beta 1
Tue Jul 21	ZCS 9.0 Beta 2
Tue Oct 13	ZCS 9.0 RTM
Tue Oct 27	ZCS 9.0 GA

Sprint Schedule

Sprint	End Date	Notes
S7	Tue Dec 09 2014	
S8	Tue Dec 23 2014	
S9	Tue Jan 13 2015	
S10	Tue Jan 27 2015	
S11	Tue Feb 10 2015	
S12	Tue Feb 24 2015	Alpha preview
S13	Tue Mar 10 2015	
S14	Tue Mar 24 2015	
S15	Tue Apr 07 2015	
S16	Tue Apr 21 2015	
S17	Tue May 05 2015	
S18	Tue May 19 2015	Beta1
S19	Tue Jun 02 2015	
S20	Tue Jun 16 2015	
S21	Tue Jun 30 2015	
S22	Tue Jul 07 2015	
S23	Tue Jul 21 2015	Beta2
S24	Tue Aug 04 2015	
S25	Tue Aug 18 2015	
S26	Tue Sep 01 2015	
S27	Tue Sep 15 2015	Code Complete
S28	Tue Sep 29 2015	
S29	Tue Oct 13 2015	RTM
S30	Tue Oct 27 2015	GA

Questions?

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