



Zimbra
Collaboration Suite



Microsoft
Exchange Server 2007

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Introduction

This report is a comparative study of Zimbra™ Collaboration Suite and Exchange 2007.

Zimbra Collaboration Suite

The Zimbra Collaboration Suite (ZCS) is an open source server and client software solution for messaging and collaboration - email, group calendaring, contacts, and Web document management and authoring. It is designed for and used currently by various enterprises, service providers, and education and government organizations. ZCS is available for Linux, Mac OS X, appliances, and virtualization platforms. The Zimbra Web 2.0 Ajax Client runs on Firefox, Safari, and IE, and features easy integration of Web portals, business applications, and VoIP using Web services.

ZCS also includes an Ajax based admin interface plus variety of scripting tools to effectively

manage the ZCS server. In addition to a feature-rich and Ajax-based Web client, Zimbra provides full support for standards-based protocols (IMAP / POP / iCal / CalDAV) as well as MAPI and iSync, which enable seamless compatibility with other clients like Microsoft Outlook, Apple desktop suite, and Mozilla Thunderbird.

Zimbra also offers Zimbra Mobile, which provides over-the-air "push" synchronization to mobile devices (e.g. Windows Mobile 5, iPhone, and Blackberry devices) without the need for third party software or additional servers for most devices.

Zimbra now offers a free offline client, Zimbra Desktop, which provides the same user experience as that of Zimbra Web Client. That means when you are out of the office without a connection (say, in a plane, train, or automobile), you can keep working without missing a beat. Write email, add new appointments, edit documents

and when you re-connect changes will be automatically synced to the Zimbra Server.

Zimbra customers can choose between on-premise and Hosted deployments (using our 700+ partners) to meet the collaboration needs in their community..

Zimbra has provisioned over 45 million paid mailboxes and serves 60,000+ organizations across the globe.

Microsoft Exchange Server 2007

Microsoft Exchange Server is a messaging and collaborative system that is widely used by enterprises for their messaging needs. According to most industry estimates, Exchange is the leader in enterprise messaging, with 30-40% share of corporate mailboxes. Released for general availability in Nov 2006, Exchange Server 2007 addresses deficiencies in Exchange Server 2003 - in

particular built-in protection, performance & reliability, unified messaging and extensibility.

Microsoft Positioning vs. Zimbra

- Microsoft may claim that the Zimbra solution is simply a bundling of open source software components stitched together to create a solution
- Microsoft may position Exchange as a stable, mature solution that has a sound track record
- Microsoft may suggest that Exchange works best with other Microsoft products like Outlook, Active Directory and SharePoint
- Microsoft may claim that customers switching to Zimbra may incur higher costs due to the learning curve involved in administering a Linux-based system
- Microsoft may claim that Zimbra may not have migration tools to transition

data from other messaging systems to Zimbra

Microsoft Weaknesses

- **Exchange's core kernel was designed in early 1990s.** The architecture is not modular (requires installation of mailbox server on each physical server albeit the ability to assign "roles") and cannot scale to growing messaging user-base and gigabyte mailbox sizes without significant investments in training and hardware
- **Exchange subscribes to proprietary interface** to retain significant control over customer experience, while creating substantial reliance on Microsoft
- Microsoft's agenda to progress its business has resulted in **lack of compelling support for Mac and Linux based products**, non-Windows mobile devices and browsers, thereby limiting end-user

choice in an otherwise diverse ecosystem

- Exchange 2007 is based on **Microsoft Windows platform that is plagued with security issues** that UNIX-based platforms are not. Arno Edelman, Microsoft's European business security product manager, [recently said](#) "*Microsoft is not a security company. Security is important, but it's just a little part of Microsoft.*"
- Many enterprises that have run Microsoft's Exchange Server have reported **reliability and uptime issues (average unscheduled downtime of 4 hours/month is not uncommon)** primarily due to the difficulty and complexity of managing Exchange. As an upcoming [Yankee Group report suggests](#), "*In an ominous portent for Microsoft, 23% of the survey respondents indicated they intend to migrate away from Exchange Server and switch to an alternative Linux or open source Email and*

messaging distribution platform over the next 12 to 18 months." The report further states, *"What's behind the switch? Cost, complexity and difficulty in maintaining and managing Exchange."*

- In addition, rebuilding the Exchange database can often take hours requiring additional storage and resulting in loss of access to user data during the outage
- **Exchange 2007 is not extensible** and cannot easily integrate third party applications
- **Search capability in Exchange is rudimentary.** It is limited to indexing/searching of message subject and body, and content within Office attachments. Exchange does not support advanced structured search criteria (e.g. between time A and B, in: folders or domains etc.), keywords from non-Office attachments or across-folders
- **Exchange 2007 is not cost-effective for many enterprises.** In addition to

requiring a complete overhaul of hardware to 64-bit servers and upfront (perpetual) investment in server license and user CALs, customers must also invest in Software Assurance (SA) in order to receive new software releases.

- In order to avail of new unified messaging, built-in protection and Documents features, as well as Outlook 2007, **customers must additionally pay for Enterprise CAL, SharePoint and Office 2007 license & support.** These costs further add up due to large amount of storage and number of servers required to workaround the monolithic architecture. Finally, admin and outage costs to support and manage an Exchange deployment can often run into hundreds of thousands of dollars over a 3-5 year period.
- **Most 3rd party components not ready for Exchange 2007:** Microsoft made major architectural and API changes in Exchange 2007 that

requires many 3rd party products to upgrade to use their new web services API. Not many have publicly announced plans or a date when their products will be ready. From a customer standpoint, if one such vendor product that the customer would like to use is not ready customers cannot use Exchange 2007.

- **Microsoft's plan to drop support for public folders in Exchange 2007 will create issues for many customers.** Outlook 2003 calendaring app still requires public folders to retrieve end-user free-busy information. This will force customers to continue to use Exchange 2003 or at best a combination of both 2003 and 2007 servers until the time when ALL their users upgrade to Outlook 2007.

Key Zimbra Advantages Over Exchange

- While Zimbra utilizes mature and proven open source components, the Zimbra solution (including all upgrades) comes pre-packaged, certified and

supported by Zimbra. Customers benefit from mature & proven technologies without the need to manage and support individual components

- Exchange naturally integrates well with other Microsoft products, and Microsoft has an understandable incentive to encourage other Microsoft products in addition to Exchange. However, Exchange often presents usability/compatibility issues in environments with non-Microsoft components, greatly reducing customer flexibility. In addition, increasing diversity in IT environments often means that organizations cannot dictate that Microsoft products are in all places at all times. Zimbra provides an open solution across diverse, platform-agnostic environments, including seamless interoperability in environments where Microsoft products are used

- Zimbra solution includes an Ajax-based Administrator Web interface. Routine administration tasks including provisioning and managing classes of service, domains, accounts, servers, backups etc can be handled using the Web interface leaving only advanced non-routine administrative tasks for command line operation.
- Migration tools currently available include Exchange 5.5, 2000 and 2003, Lotus Domino and Novell Groupwise. In addition, tools such as “imapsync” and “PST import” are made available to migrate data from other open protocols systems or to upload users’ Outlook data to ZCS servers respectively. Some Zimbra customers have also used the built-in POP aggregation capability and REST APIs to migrate user data from other systems

Microsoft Challenges

- Microsoft’s biggest challenge with Exchange is its age-old software architecture that cannot be undone in short order. To meet the growing mailbox size and user messaging needs, Exchange must be redesigned from scratch using new-age design methodologies as implemented by the Zimbra solution. In 2004, [Microsoft canceled an architecture overhaul \(codenamed Kodiak\)](#) as it was too complex to pull off
- Microsoft’s Exchange must also live with an underlying less reliable and insecure Windows platform that makes Exchange complex to manage
- In order to avail of new innovations in Web collaboration and meet the diverse user-base, Microsoft would have to embrace open Web and collaboration protocols and support a diverse range of platforms and devices. This requires a material shift in its business model and strategy.

Functionality Comparison

Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
Web-based Messaging	AJAX-based end-user interface	Good	Good	
	Automatic Web client updates	Good	Good	
	Online end user help	Good	Good	
	Themes & user personalization	Good	Fair	Exchange offers choice of a couple of options; requires browser refresh after selection
	Re-branding support	Good	Poor	Ability to re-brand (skin) the Web application seriously limited in Exchange
	Web offline access	Good	Fair	Local repository of user data that is available even when user is not connected; 2-way sync on connection
	Integrated Web search	Good	Poor	Ability for end-users to search the Web is a feature not supported in Exchange
	Keywords-based ad serving	Good	Poor	Ability to display ads based on message content is a feature not supported in Exchange
	Support for banner ads	Good	Poor	Ability to place banner ads in the Web client is a feature not supported by Exchange
Offline Client	Multiple OS Support	Good	Poor	Zimbra works well with Linux, Apple, and Windows OSes whereas Microsoft is Windows centric
	Large mailbox	Good	Poor	Ability to support large mailboxes without affecting stability and performance
	Same user experience on web and desktop	Good	Poor	Similar look and feel (as well as most functionality) for both web client and offline client is sadly lacking in Outlook
	Zimlets (Mash-up) functionality	Good	Fair	Outlook has limited ability to dynamically interact with internet/intranet applications and data sources
	Tasks	Good	Good	
	Docs	Good	Fair	While Exchange has Word/Notes, it is not as well integrated as Docs in ZCS
	Briefcase	Good	Good	Exchange has support for public folders, which is similar to briefcase in

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
				ZCS
	Email	Good	Good	
	Address book	Good	Good	
	Calendar	Good	Good	
Mobile Support	Mobile Web client	Good	Fair	XHTML client support in Zimbra is optimized to work with several phones including iPhone and Smartphone
	J2ME Client	Fair	Poor	Zimbra's downloadable mobile application (beta) provides rich experience and over-the-air data synchronization on Java enabled mobile devices
	Blackberry Support	Good	Good	Zimbra's support for BES is similar to Exchange's support for Blackberry devices
	iPhone Support	Good	Good	Both Zimbra and Exchange support native synchronization for iPhone
Cross Application Features	Drag/drop with drag context	Good	Good	
	Auto-complete addresses	Good	Good	
	Tagging	Good	Fair	Ability to quickly categorize messages, contacts or documents through Tags (user-defined names & colors) rudimentarily supported by Exchange in "Categories"
	HTML formatting	Good	Good	
	Spell check	Good	Good	
	Share with Internal users and groups	Good	Poor	ZCS allows end-users to share address books, calendars and documents securely over the Web with internal users and groups. The share can grant read and write access or be restricted to read access only
	Share with external users	Good	Poor	Ability to securely share calendars, address books or documents with external (non system users) is not supported by Exchange
	Share with public	Good	Poor	Ability to share calendars, address books or documents publicly is not supported by Exchange
	Multi-source address picker	Good	Fair	Ability to choose from users in shared Address Books is not supported in Exchange
	View as HTML option for attachments	Good	Poor	Number of attachment types that can be converted and viewed as HTML is limited in Exchange. Zimbra supports over 200 attachment types that can be rendered as HTML
Keyboard navigation	Good	Fair	Basic keyboard navigation available in Exchange, much more	

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
				sophisticated navigation possible without a mouse with ZCS
	Custom keyboard navigation shortcuts	Good	Poor	Ability to customize keyboard shortcuts for navigation not a feature Exchange supports
Address Book	Contact Card view	Good	Good	
	Create & manage contacts in Web browser	Good	Poor	Exchange OWA pops up a new window in order to create, edit or view contacts
	Contact List view with Preview Pane	Good	Good	
	Import/export contacts in CSV format	Good	Poor	Ability to import/export contacts is not a feature Exchange OWA supports. In order to avail of this feature, end-users must license Outlook.
	Import/export vCards	Good	Poor	Not a feature Exchange OWA supports. End-users must license Outlook to avail of this feature.
	Contacts printing	Good	Poor	Ability to print a single Contact or list of Contacts and see a print preview is not a feature Exchange supports
	Right-click Contact context menu	Good	Poor	With ZCS, right-clicking a Contact displays a menu of actions to take on the Contact (e.g. compose message, search for messages). In Exchange, this right-click option is limited to "Open".
	Drag/drop Contact to mini-calendar date to create appointment	Good	Poor	Ability to drag a Contact to a mini-calendar date to create an appointment with that Contact is not a feature Exchange supports
	Multiple Address Books per mailbox	Good	Good	
	Move/copy contacts across Address Books	Good	Good	
Personal Distribution Lists (Group Lists)	Good	Poor	You cannot create or edit distribution lists in Contacts in Exchange OWA. To create distribution lists, you must use Outlook.	
Calendar	Personal scheduling	Good	Fair	In ZCS, end-users can click and drag a time-slot on the calendar to create a new appointment or meeting request. The feature is not supported in Exchange OWA

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
	Group scheduling	Good	Good	
	Recurrences and recurrence exceptions	Good	Good	
	Create & manage Calendar Events in Web browser	Good	Poor	Exchange OWA pops up a new window in order to create, edit or view meeting requests or personal appointments
	Resource scheduling	Good	Good	
	Resource search by attributes	Good	Poor	Exchange does not categorize resources except "All Rooms". ZCS supports search of other attributes including site, building, floor, and capacity
	Resource auto-respond	Good	Good	
	Calendar alerts	Good	Good	Both ZCS and Exchange supports the ability for end-users to set custom alerting schedules for each meeting or appointment
	Time zone adjustment	Good	Good	
	Per-appointment time zone	Good	Poor	ZCS supports the ability for users to set an explicit time zone for an appointment. Feature is not supported in Exchange OWA.
	Day, Week, Work Week, Month views	Good	Fair	Exchange OWA does not support monthly view of an end-user calendar
	Customizable first day of week	Good	Good	
	Drag appointment inline in calendar views	Good	Good	Ability to drag an appointment's boundaries inline in calendar views
	Quick Accept, Tentative, Decline from calendar views	Good	Good	
	Faded display of declined appointments	Good	Poor	In ZCS, declined appointments are displayed faded so that the user remains aware of their occurrence. Exchange does not support this feature
	Calendar printing	Good	Poor	Exchange OWA does not support the ability for end-users to print their calendars
	Hover over appointment shows details	Good	Fair	Hovering over an appointment or meeting event in ZCS shows more fields - status (accepted, tentative), duration, and notes
	Mini-cal	Good	Good	

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
	Hover over date in mini-cal shows schedule	Good	Poor	Capability not supported by Exchange OWA
	Right-click mini-cal context menu	Good	Poor	Capability not supported by Exchange OWA
	Multiple calendars per mailbox	Good	Good	
	Free/busy inclusion by calendar	Good	Good	
	Subscribe to external calendars	Good	Poor	Ability to subscribe and view external (private or public) calendars is not supported by Exchange
	Publish calendar in iCal format	Good	Poor	Ability for end-users to publish their calendar in standards-based format is not supported by Exchange
	Multi-calendar overlay views	Good	Poor	Ability to selectively overlay multiple calendar views is not supported by Exchange OWA
	Schedule "thermometer"	Good	Fair	Ability to visually compare free-busy schedules of attendees is not supported in Exchange OWA. Exchange OWA, however, offers "Suggested Times" as part of its "Scheduling Assistant"
Briefcase	Briefcase feature	Good	Good	Exchange has public folders which is similar to Briefcase feature in ZCS
	Integrated email attachment saving experience	Good	Not in Exchange	Add email attachments to a selected folder
Documents	Rich Web Document authoring	Good	Not in Exchange	ZCS supports the ability to create rich Web Documents with WYSIWYG or HTML editing
	Notebooks	Good	Not in Exchange	Integrated support to create notebooks as a Document repository and as a mechanism for navigating through Documents in ZCS.
	Multiple notebooks per mailbox	Good	Not in Exchange	ZCS offers the ability to create multiple notebooks in a single mailbox
	Domain-level Notebook	Good	Not in	In ZCS, sharing can be configured so all users in a domain have the ability to create a notebook that is shared by everyone within that domain

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
	option		Exchange	
	WikiWords	Good	Not in Exchange	"WikiWords" in ZCS Documents automatically create links to other Web Documents referenced by the WikiWords
	Links	Good	Not in Exchange	ZCS supports the ability to insert links in Documents to other Documents or to external URLs
	Attachments as Documents	Good	Not in Exchange	ZCS supports the ability to upload attachments as Documents
	Ajax Linking & Embedding (ALE)	Good	Not in Exchange	End-users have the ability in ZCS to embed rich content objects as independently editable items inside a Web Document
	Inline images	Good	Not in Exchange	End-users can embed an image as an ALE object inside a Web Document in ZCS
	Inline spreadsheets	Good	Not in Exchange	End-user can embed a spreadsheet as an ALE object inside a Document in ZCS
	Templates	Good	Not in Exchange	End-users can use templates for Documents (headers, footers, etc.) in ZCS
	Document print and print preview	Good	Not in Exchange	End-users can print shared documents in ZCS
Tasks	Manage tasks	Good	Good	Manage tasks – set priority, keep track of progress and percentage completion
	Share task lists	Good	Fair	ZCS allows users to share task lists with internal and external users and set permission levels. Exchange does not have public and private views
	Create task folders	Good	Good	Organize task lists into folders
	Sort tasks	Good	Good	
	Prioritize tasks	Good	Good	
	Tag tasks	Good	Good	Categorize tasks in Outlook which is similar to tagging in Zimbra
	Attachments to tasks	Good	Good	Ability to attach files to tasks

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
Search	Server-side indexing	Good	Fair	Ability to index messages, contacts and tasks to get quick search results is extensive in ZCS and limited in Exchange 2007
	Multi-condition search	Good	Poor	Structured search limited to From, Message subject/body and category in Exchange 2007
	Text-based search queries	Good	Poor	Syntactic text-based search (e.g. in:inbox) not supported by Exchange
	Advanced search	Good	Poor	ZCS enables users to search based on From, To/CC, Subject, Content, Dates (between), Domain, Folders, Size, Status, etc. Capability not available in Exchange
	Cross-context search	Good	Poor	Ability to search for a specific item type (Mail, Contacts, Documents, etc.) or across item types is not supported in Exchange
	Wildcard searches	Good	Poor	Ability to search using a prefix plus a wildcard not available in Exchange
	Continuous search	Good	Poor	In ZCS, when using Advanced Search, the search results updates continuously as search conditions are changed. Capability not supported in Exchange OWA.
	Saved Searches	Good	Poor	ZCS ability to save searches for subsequent one-click re-execution is not available in Exchange
	Search by keywords	Good	Fair	Exchange supports search by keywords in a message. However, it does not support keyword search in attachments
	Search by date or date range	Good	Poor	Structured queries on a particular date or across a date range is available in ZCS but not supported in Exchange
	Search by relative date/time	Good	Poor	Ability to search for items with specific relative date/time characteristics (e.g. "today", "yesterday", "last 4 hours) is not supported in Exchange
	Search by existence of an attachment	Good	Poor	Ability to search for items that contain an attachment is not supported by Exchange
	Search by existence of an attachment type	Good	Poor	Ability to search for all messages that contain certain attachment types (e.g. PowerPoint presentations) is not supported by Exchange
	Search by flagged/unflagged status	Good	Good	Exchange offers the capability to search by "Category" similar to ZCS feature to search by "Flags"
Search by folder	Good	Fair	Exchange supports the ability to search in a folder (or nested subfolders). However, it can not search across folders.	
Search by size	Good	Poor	Unlike ZCS, Exchange cannot offer users the ability to search content by size	
Search by read/unread status	Good	Poor	Exchange does not support ability to search by message read/unread status	

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
	Search by recipients	Good	Fair	Capability in Exchange is limited to messages in a single folder
	Search by sender	Good	Fair	Capability in Exchange is limited to messages in a single folder
	Search by subject	Good	Fair	Capability in Exchange is limited to messages in a single folder
	Search by Tag	Good	Poor	Tagging is not a supported Exchange feature
	Search by Zimlet content pattern	Good	Poor	Support for regular expressions or patterns in messages during search (e.g. phone numbers) is not supported by Exchange
	Search by To/From domain	Good	Poor	Domain-level searching is not supported by Exchange
	Shared Contacts search	Good	Poor	Sharing of address book not supported by Exchange
	Attachment contents search	Good	Poor	Exchange does not support indexing and search of attachment content
	Multi-mailbox message search	Good	Poor	Exchange does not support the capability for administrators or authorized users to search across multiple mailbox
System Health & Security	Native anti-spam	Good	Fair	Microsoft offers EHF (Exchange Hosted Filtering) and an on-site option for spam detection/filtering. However, this solution is unproven in the market. The Zimbra solution integrates with proven and reliable open-source anti-spam solution Spam Assassin
	Configurable spam sensitivity	Good	Good	
	Automated spam training	Good	Good	
	Native anti-virus	Good	Fair	Microsoft offers EHF and an on-site option for virus detection/filtering. However, this solution is unproven in the market. The Zimbra solution integrates with market-proven ClamAV
	Configurable virus signature update frequency	Good	Good	
	SMTP authentication	Good	Good	
	System dashboards	Good	Good	
	Monitoring & status view	Good	Good	
	Attachment blocking	Good	Good	

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
	Attachment conversion to HTML	Good	Fair	While both Zimbra and Microsoft solutions offer the ability to enforce that attachments be viewed as HTML, the number of attachment types is limited in Exchange as compared to over 200 in ZCS
	Clustering/High-Availability	Good	Fair	ZCS supports RedHat Clustering and will support Veritas Cluster Server in 5.0. The Microsoft Clustering solution is often cited as weak and unreliable by enterprise customers
	Strong Password Enforcement	Good	Good	
	Secure connectivity over HTTPS	Good	Good	
	Local archiving	Good	Poor	Zimbra solution offers an integrated archiving, discovery and compliance enforcement solution for enterprises to provision and meet corporate and regulatory compliance requirements.
	Intra-organization Encryption	Fair	Good	Exchange 2007 provides high-level intra-organization encryption features like selectively encrypting email messages before they are sent. The Zimbra solution can support intra-organization encryption through the use of publicly available PGP
Migration Tools & External Components	Exchange Migration Wizard	Good	N/A	Tool to migrate all user data from Exchange 5.5, 2000 and 2003 to ZCS
	Lotus Domino Migration Wizard	Good	Good	Tool to migrate all user data from Domino 6.x to ZCS
	Active Directory integration	Good	N/A	ZCS can use Active Directory to synchronize user profiles and for authentication user access
	External LDAP directory	Good	Poor	ZCS can support other third party LDAP directories. Microsoft relies on Active Directory
Mac, PC & Linux Desktops Support	iCal calendar 2-way sync	Good	Poor	Exchange 2007 does not include support for Apple iCal. The Zimbra iSync connector supports 2-way sync of iCal data
	Apple contacts 2-way sync	Good	Poor	Exchange 2007 does not include support for Apple Address Book. The Zimbra iSync connector supports 2-way sync of Apple Address Book
	Microsoft Entourage	Good	Good	
	iCal/Apple Address Book schedule synchronization	Good	Poor	ZCS supports end-user configurable synchronization of all user data with the server

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
	IMAP4 Client support (including Thunderbird)	Good	Good	
	POP3 Client support (including Thunderbird)	Good	Good	
	CalDAV support (Beta)	Good	Poor	Zimbra provides ability to model calendar events as HTTP in iCal format. Exchange does not have support for CalDAV
	SOAP/REST APIs	Good	Fair	ZCS offers Web-services API (SOAP) and Standards-based REST API support to access all system capabilities and features. Exchange 2007 introduces a Web-services framework for message manipulation

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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
	Outlook: Calendaring, Email, Address book and Tasks - 2-way sync	Good	Good	
Mail	Conversations	Good	Good	
	Conversations span folders	Good	Poor	In ZCS, conversations are formed independently of folders, meaning that messages in different folders can be part of the same conversation. Not a capability supported by Exchange
	Conversation rehash	Good	Fair	If a message is contributed to a conversation in ZCS, that conversation is marked as unread and moved to the top of the Inbox
	Conversation-level actions	Good	Fair	ZCS conversation support actions such as Mark Read/Unread, Drag/Drop, Flag, Print/Tag
	Preview pane	Good	Good	
	Personal folders/hierarchies	Good	Good	
	Publish RSS/ATOM feeds	Good	Poor	ZCS supports the ability to generate RSS or ATOM feeds based on the contents of the Inbox or other mail folders. Feature not supported in Exchange
	Subscribe to RSS/ATOM feeds	Good	Poor	In ZCS, users can subscribe to RSS/ATOM feeds
	Message printing and sorting	Good	Good	
	Flags	Good	Good	
	Shared folders	Good	Good	Ability to share mail folders with others including read-only or allowing others to manage them. Exchange provides public folder capability
	Filters	Good	Fair	Exchange 2007 OWA does not offer end-users the ability to define filter rules and priorities for incoming messages. Exchange 2007, however, does offer this capability that can be used in conjunction with Outlook
	Away messages	Good	Good	Exchange offers the ability for users to select a time duration during which the Out-of-Office auto replies will be sent. ZCS currently does not support this capability
	Signatures	Good	Good	
	Compose in window	Good	Good	Exchange OWA pops-up a new window for users to compose messages. In ZCS, new messages can be composed in the same browser window or users may specify new window be opened based on their preference
Drafts	Good	Good		

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User-controlled forwarding	Good	Poor	Exchange OWA does not allow end-users to forward all their messages to a different mailbox/account
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Feature Group	Feature	ZCS 5.0	Exchange 2007	Remarks
	Reply with attachments option	Good	Poor	In ZCS, end-users have the option to Reply or Reply-All while retaining the attachments from the original message. Exchange 2007 OWA does not support this capability
	Right-click message context menu	Good	Good	
	Right-click email address context menu	Good	Fair	In ZCS, right-clicking an email address displays a menu of actions to take on that address (e.g. view Website, add/edit contact, create filter, search for messages). Exchange offers the "Add to Contact" option
	Hover over attached image shows preview	Good	Poor	Hovering over an image attachment in a message in ZCS displays a thumbnail preview of the image. This capability is not supported by Exchange
	Create calendar appointment from message	Good	Poor	ZCS supports the ability to drag a message to a mini-calendar date to create an appointment based on the message
	Quota indicator	Good	Poor	ZCS allows end-users to view through an indicator their quota and amount of quota consumed at all times
	Export messages as ZIP file	Good	Good	ZCS supports the ability to export a set of messages as a ZIP file. This capability is not supported by Exchange (OWA)
	Reply/Reply-All Toggle	Good	Poor	End-users have the ability to toggle between Reply and Reply-All while composing a reply, a feature not supported by OWA
	Mail Identities	Good	Poor	Zimbra solution offers end-users the ability to create multiple identities in Zimbra Web client and use different names and mail settings
	Support for multiple external email accounts	Good	Poor	Within Zimbra Web Client, users can identify other POP email accounts that they have, retrieve email from those accounts and save in specific folders. This capability is not supported by Exchange 2007/OWA
	Reading Pane view can be set	Good	Good	
	User-specified default HTML settings	Good	Good	
Integration with Enterprise or Custom Third Party Apps	Mashups infrastructure (Zimlets)	Good	Poor	Exchange 2007 introduced Exchange Web Services for remote user mailbox management. However, Exchange 2007 & OWA does not support the ability to dynamically interact with internet/intranet applications and data sources
	Custom Zimlets design framework	Good	Poor	Microsoft offers the Exchange .NET Framework Extensions for email manipulations, but cannot support custom "Zimlets" for integration with custom third party applications
	Content recognition and triggering	Good	Poor	ZCS offers the ability for developers and end-users to define custom extensions (Zimlets) and define recognition criteria (through regular expressions) and trigger actions
	Hover-over displays	Good	Poor	ZCS supports dynamic displays when hovering over recognized content patterns, including displays of external images/data
	Hover-over action menus	Good	Poor	ZCS supports dynamic action menus when right-clicking recognized content patterns
	Panel Zimlets	Good	Poor	ZCS supports development of Zimlets that display in a separate UI panel, enabling interaction via double-click and/or drag/drop
	Date Zimlet	Good	Poor	Hovering over a date term (e.g. December 12, tomorrow, last Friday) displays the user's calendar schedule for that date in ZCS
	Email Address Zimlet	Good	Poor	Hovering over an email address in ZCS displays additional information about that person (from data in the corresponding Contacts record)
Confidential				

* Integration with customer's voicemail and fax requires support from Zimbra's Professional Services