

ZIMBRA COMMIT

March 22, 2017



HOW WE THINK ABOUT OPEN SOURCE AT SYNACOR

OPEN SOURCE STRATEGY WILL UNLEASH INNOVATION

TURNING EMAIL ON ITS HEAD

- Synacor is rethinking email innovation from the inside out and from the ground up
- We fundamentally believe in the wisdom of open source collaboration to drive innovation vs. traditional vendor lock-in models

TAKES ADVANTAGE OF MAJOR TRENDS

- Major innovations in personal communication have migrated from email to collaboration, messaging and other tools. Email, still an essential tool, is not left behind but the contours of the email landscape will change over the next decade
- The rise of the cloud, proliferation of APIs and shift to open source development make an open source solution a fundamental element of the next gen platform

BECOME THE OPENSTACK OF THE EMAIL INDUSTRY

- Zimbra Email, is uniquely positioned with its 500 million consumer, government and enterprise users to leverage its awesome scale of active users
- We intend to invest in the wisdom of collaboration and scale in an open source approach to break down proprietary barriers inhibiting innovation
- Synacor wants to do for email and collaboration what OpenStack did for the cloud industry

HOW WE ARE APPROACHING OPEN SOURCE

Open

- Established and hosted Zimbra OS Project Technical Industry V- Team resulting in plan for next gen, scalable architecture and new UIs
- Team of long term committers and industry experts working today on the current architecture and the next gen Zimbra Email and Collaboration Suite

Simplify

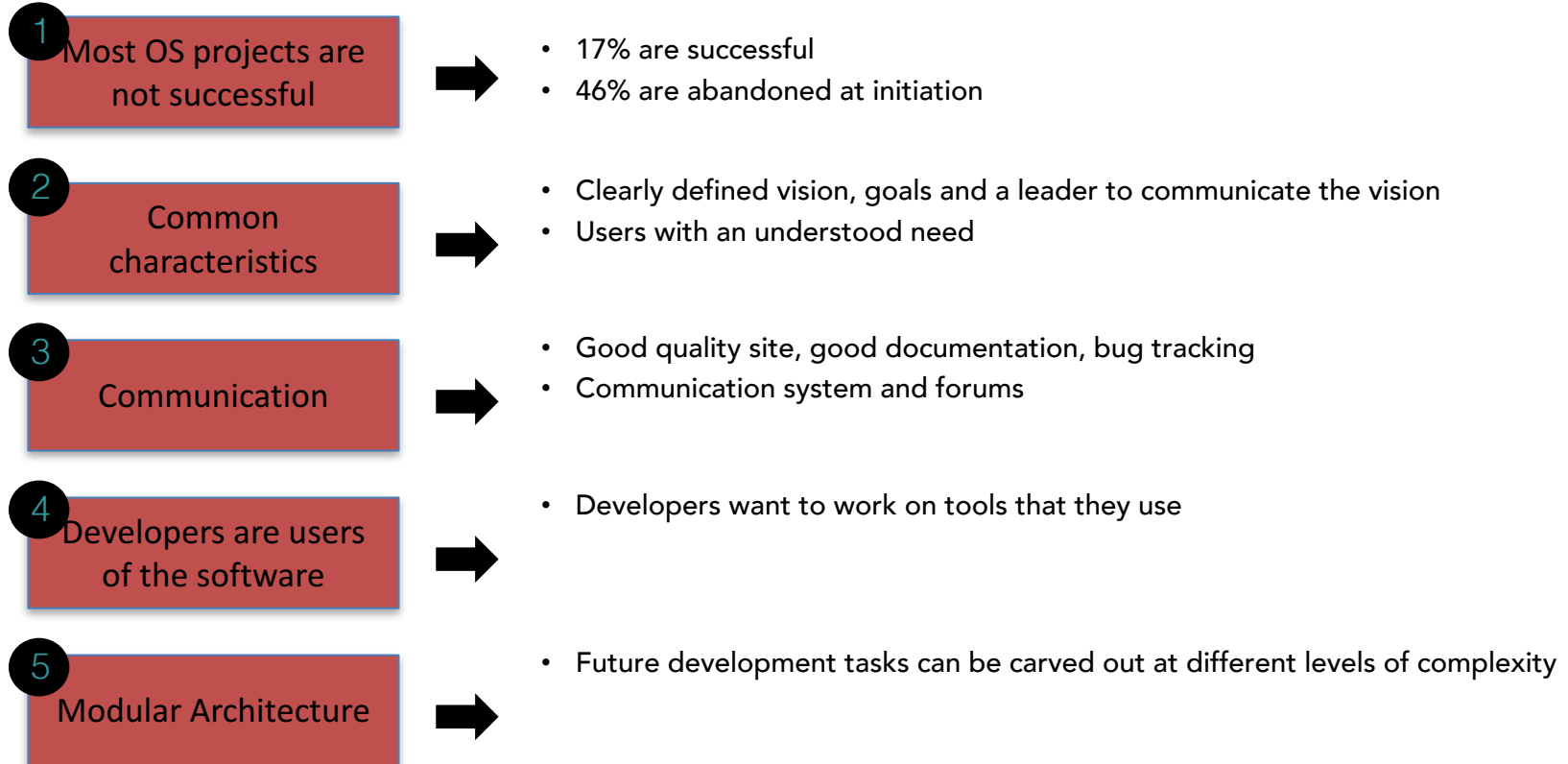
- Weeding out complexity in our services and operations is allowing us to look to support more nimble business models.
- Rapid development of the tools and functions required to accept and integrate contributions from third party developers

Scale

- Meeting evolving customers needs means understanding how to scale including traffic growth, diversity of messaging types, and diversity of performance and reliability expectations across a broad customer base
- By providing APIs, enabling better participation of third parties, and improving visibility we increase the number of customers and developers

UNDERSTANDING HEALTHY OPEN SOURCE PROJECTS

How we think about Open Source at Synacor



HOW TO RUN A SUCCESSFUL OPEN SOURCE PROJECT

Build and test

Show the project is alive

Mentor your programmers

Keep an eye on your community

Make it easy to get started

Provide examples

Provide documentation

Accept constructive feedback

Have a code of conduct

Have bug reporting guidelines

Bitesize the tasks

Maintain your contributing.MD

Make it easy to find contacts

Communicate with the team



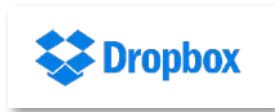
CONTINUOUS DELIVERY WILL ACCELERATE PRODUCT ENHANCEMENTS



EXTENSIONS ALLOW CLIENTS TO LAUNCH FEATURES WILL LITTLE EFFORT

Zimbra's extensibility allows ISPs to add features beyond those offered in the base software to their end-users. This also allows Zimbra clients to create custom integrations into the client with little heavy-lifting.

- Business
- Calendar
- Commerce
- Contacts
- CRM
- Developer Tools
- Fun
- Mail
- Organization
- Photos and Files
- Social
- Telecom
- Translations
- Utilities
- Web



PRODUCT VISION

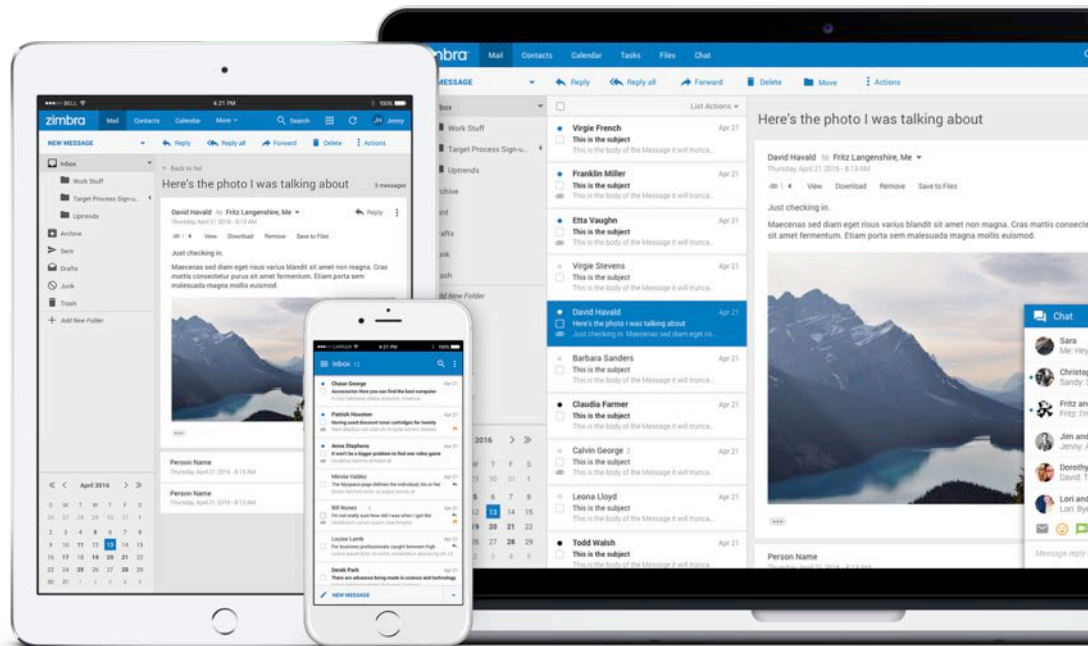
NEW UI DESIGN- MORE LATER TODAY!

EMAIL APPLICATIONS UPDATES:

1. Modern design delivering on Synacor's Zimbra Email Desktop Client
2. Modern design delivering on Synacor's Zimbra Web Client
3. Incorporation of functionality including:
 - a. Chat
 - b. Talk
 - c. Document Sharing
4. Delivery of improved Zimlets customization experience for end users

ZIMBRA PLATFORM UPDATES:

1. Continue new release velocity of Email and Collaboration products
2. Growth of open source community and increase in the number of scope of integrations
3. Zimbra Next.0 planning continues with guidance from our technical advisors and industry advisory team
4. Q4 work culminates in the March 2017 event in NYC



15 YEARS OF OPERATING ENTERPRISE CLASS HOSTED SOLUTIONS AT SCALE

Synacor email solutions are demonstrated as one of the most reliable and robust in the industry since 2001.

Hosted SSAE16 Tier 4 Facilities
99.99% SLA contracted full stack
99.999999999% data durability
Recovery Point Objective (RPO)
Recovery Time Objective (RTO)
Geo-Dispersed Solutions

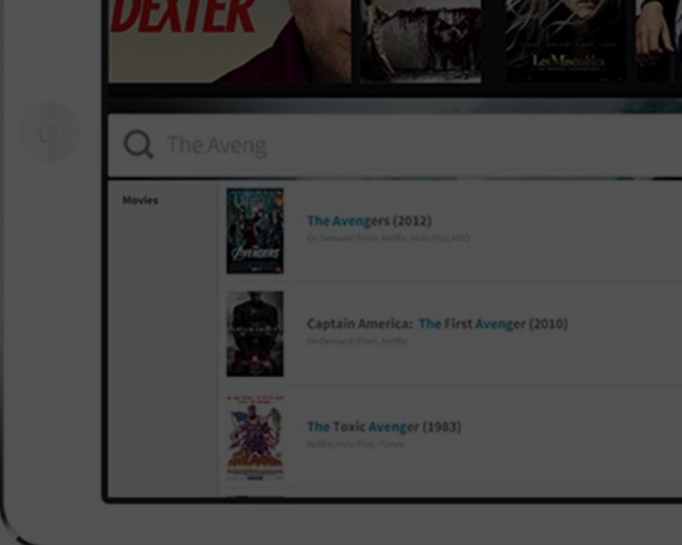
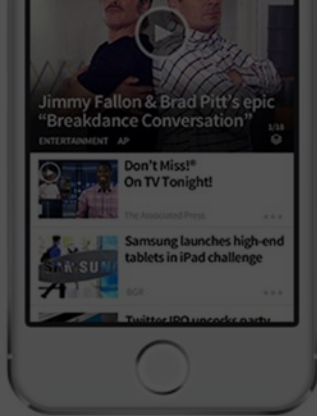
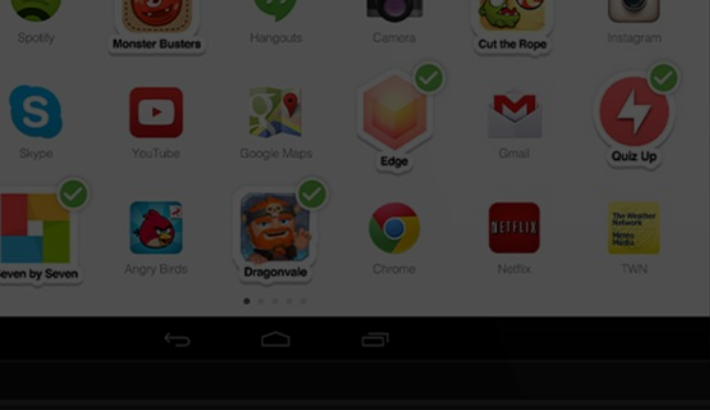
 Object Store At-Rest Encryption

 Object Store Compression

99.99% Uptime
~100% Durability

OUR NEXT STEPS

1. Github repo
2. Documentation
3. Maintain Bugzilla as our issue tracker
4. Use the forums for communication
5. Maintain and update our social accounts
6. Build an automated test environment
7. Maintain internationalization
8. Make it easier to deploy developer scripts
9. Take a look at our licenses
10. Roll out a new contributor agreement
11. Create our new working groups
12. Meet quarterly at quarterly COMMIT



THANK YOU

