Zimbra 8.8.8 Case Study
Sentree K.K. – Japan
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Introduction and Challenges

Sentree K.K., based in Tokyo, Japan, provides 24 x 7 x 365 technology consulting, project management and a blend of on-site and remote support to its clients, whose technology needs are typically mission-critical.

One such client, a Human Capital Consulting company with staff throughout Asia and Canada, relies on Zimbra for global collaboration. Mission Critical Email's ("MCE's") proprietor, prior to founding MCE, was called upon to deploy this consultancy's Zimbra system that was now at end of life. An upgrade to Zimbra 8.8.8 was due.

Mission Critical Email's Analysis and Recommendations

Zimbra upgrades are often done in-place on the same server. In this case however, the operating system of the Zimbra server was in need of an upgrade too. Sentree K.K.'s client is extremely risk averse, sensitive to downtimes, and wanted quick roll back options in the event the upgrade did not proceed ideally.

MCE recommended leveraging the new BackupNG engine in Zimbra 8.8.8 to perform the upgrade and afterwards to leverage the virtualized legacy Zimbra server (wiped clean and freshly rebuilt with an updated operating system) as a Disaster Recovery server.

MCE architected the new server environment, deploying the operating system and Zimbra in conformance with Zimbra's and MCE's best practices, refined over more than a decade of experience with Zimbra. MCE collaborated with Sentree K.K. to coordinate activities around the system migration to the new Zimbra 8.8.8 server. MCE then provided knowledge transfer to Sentree to enable Sentree to use the same methods to deploy the Zimbra Disaster Recovery environment.

Customer Benefits
By leveraging the new BackupNG capabilities first introduced in the 8.8 Network Edition Zimbra series, Sentree K.K.'s consultancy client enjoyed a seamless cutover to the new Zimbra server.

- Consultancy staff used the same URL and FQDN for the new server as the old server:
    - Their Desktop URL web links continued to work unchanged.
    - Their mobile devices continued to work unchanged.
- At the exact moment of the cutover, consultancy staff found their mailboxes on the new server to contain nearly all of their emails from the old server (a catch-up sync was performed immediately after the cutover).
- The BackupNG tool set enabled MCE and Sentree K.K. engineering staff to test multiple restores in advance of the cutover, lowering risk dramatically over an in-place upgrade.
    - Had something gone horribly wrong during the cutover (even after repeated testing), the old server was still in place, fully functional and undisturbed, providing an immediate rollback option if absolutely necessary.
- In due course the same migration techniques were used to enable Sentree to maintain a Zimbra Disaster Recovery environment for its consultancy client.

Said Jason Wik, Sentree K.K.'s Managing Director: *"Mark Stone's technical expertise around Zimbra and virtualization enabled us to provide a very cost-effective, low-risk migration path for our consultancy client, whose reliance on email is truly mission-critical. Mark's sensitivity to our client's risk aversion helped us craft a testing program that enabled us to better manage our client's expectations and lower their migration risk at the same time."*

"Jason and his team challenged me to architect a migration path for their client that was both cost-effective and low risk." said Stone. *"At the end of the day, we couldn't have done it without the BackupNG capabilities in Zimbra 8.8, nor without the help of Jason's engineering team, whose flexibility and capabilities in sharing engineering tasks kept costs down."*

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