



## **Zimbra 8.8.9 Case Study Commercial-Works – United States August 2018**

### **Introduction and Challenges**

Commercial-Works is a full-service national office planning, moving, logistics and furniture provider, headquartered in Ohio and with additional offices in Indiana, North Carolina, Florida and Kentucky. Commercial-Works prides itself on its incredibly high level of customer service.

Staff have been using Zimbra for more than a decade, relying on the Zimbra Connector for Outlook as the primary interface. Employees have developed sophisticated email-based workflows to better manage customer, vendor and supplier engagements. Zimbra is, essentially, the company's mission-critical ERP system. Understandably, Commercial-Works had deferred in-place Zimbra upgrades for some time to avoid any service interruptions.

### **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. Commercial-Works is extremely risk averse, sensitive to downtimes, and wanted quick roll back options in the event the upgrade did not proceed ideally.

The existing server was running low on disk space and exhibiting anomalies common to older on-premises servers which had suffered through periodic hardware failures over many years.

MCE recommended leveraging the new BackupNG engine in Zimbra 8.8.9 to perform a side-by-side migration to a new Zimbra server, running a modern operating system and Zimbra 8.8.9.

ProofPoint, a top Gartner Group rated Secure Email Gateway provider, provided additional "insurance" in the form of enhanced rollback opportunities in the event the first test migration cutover did not proceed as planned.

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 Commercial-Works to perform a test cutover

to the new system. This initial cutover surfaced latent issues with the legacy system so a temporary rollback to the old server was performed, leveraging ProofPoint to provide no loss of email during the rollback. One week later, with the now-surfaced issues addressed, a successful and permanent cutover to the new system was performed.

### **Customer Benefits**

By leveraging the new BackupNG capabilities first introduced in the 8.8 Network Edition Zimbra series, Commercial-Works enjoyed a seamless cutover to the new Zimbra server.

- 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.
- The BackupNG tool set enabled MCE and Commercial-Works engineering staff to test multiple restores in advance of the cutover, lowering risk dramatically.
- Having a rollback opportunity at every point was critical to minimizing risk. ProofPoint provided enhanced rollback opportunities that in the event were utilized.
- Commercial Works IT staff used a long weekend to upgrade users' Zimbra Connector for Outlook "behind the scenes".

Said Matt Augenstein, Commercial Works' IT Director: *"We knew we had some latent issues with the old server, and Mission Critical Email's migration plan gave us a wide window in which to test every facet of the migration before doing an actual cutover. We are very happy to be on fresh hardware, running the latest version of Zimbra. The Zimbra Connector for Outlook is critical to us and staff noticed an immediate performance improvement with the new server."*

Said Mr. Stone: *"Commercial Works' old Zimbra server over the years suffered from several power and hardware events, and it's an incredible testament to Zimbra that it just kept running for years thereafter. But we knew we would discover latent challenges during the migration, so we needed a migration plan that allowed for both thorough testing and rollbacks at every step. The combination of Zimbra's new Backup NG engine and Commercial Works' use of ProofPoint enabled us to complete the migration collaboratively and comfortably."*

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