

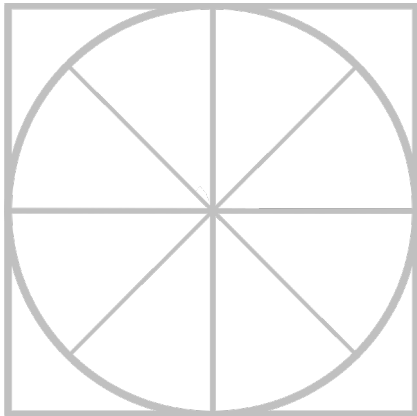
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The Radicati Group, Inc.
www.radicati.com

THE RADICATI GROUP, INC.

Messaging Platforms for Service Providers - Market Quadrant 2017

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*An Analysis of the Market for
Messaging Platforms for Service Providers,
Revealing Top Players, Trail Blazers,
Specialists and Mature Players.*

June 2017

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TABLE OF CONTENTS

RADICATI MARKET QUADRANTS EXPLAINED	2
MARKET SEGMENTATION – MESSAGING PLATFORMS FOR SERVICE PROVIDERS	4
EVALUATION CRITERIA	6
MARKET QUADRANT – MESSAGING PLATFORMS FOR SERVICE PROVIDERS	9
<i>KEY MARKET QUADRANT HIGHLIGHTS</i>	10
MESSAGING PLATFORMS FOR SERVICE PROVIDERS - VENDOR ANALYSIS	10
<i>TOP PLAYERS</i>	10
<i>SPECIALISTS</i>	21
<i>MATURE PLAYERS</i>	36

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RADICATI MARKET QUADRANTS EXPLAINED

Radicati Market Quadrants are designed to illustrate how individual vendors fit within specific technology markets at any given point in time. All Radicati Market Quadrants are composed of four sections, as shown in the example quadrant (Figure 1).

1. **Top Players** – These are the current market leaders with products that offer, both breadth and depth of functionality, as well as possess a solid vision for the future. Top Players shape the market with their technology and strategic vision. Vendors don't become Top Players overnight. Most of the companies in this quadrant were first Specialists or Trail Blazers (some were both). As companies reach this stage, they must fight complacency and continue to innovate.
2. **Trail Blazers** – These vendors offer advanced, best of breed technology, in some areas of their solutions, but don't necessarily have all the features and functionality that would position them as Top Players. Trail Blazers, however, have the potential for “disrupting” the market with new technology or new delivery models. In time, these vendors are most likely to grow into Top Players.
3. **Specialists** – This group is made up of two types of companies:
 - a. Emerging players that are new to the industry and still have to develop some aspects of their solutions. These companies are still developing their strategy and technology.
 - b. Established vendors that offer very good solutions for their customer base, and have a loyal customer base that is totally satisfied with the functionality they are deploying.
4. **Mature Players** – These vendors are large, established vendors that may offer strong features and functionality, but have slowed down innovation and are no longer considered “movers and shakers” in this market as they once were.
 - a. In some cases, this is by design. If a vendor has made a strategic decision to move in a new direction, they may choose to slow development on existing products.

- b. In other cases, a vendor may simply have become complacent and be out-developed by hungrier, more innovative Trail Blazers or Top Players.
- c. Companies in this stage will either find new life, reviving their R&D efforts and move back into the Top Players segment, or else they slowly fade away as legacy technology.

Figure 1, below, shows a sample Radicati Market Quadrant. As a vendor continues to develop its product solutions adding features and functionality, it will move vertically along the “y” functionality axis.

The horizontal “x” strategic vision axis reflects a vendor’s understanding of the market and their strategic direction plans. It is common for vendors to move in the quadrant, as their products evolve and market needs change.

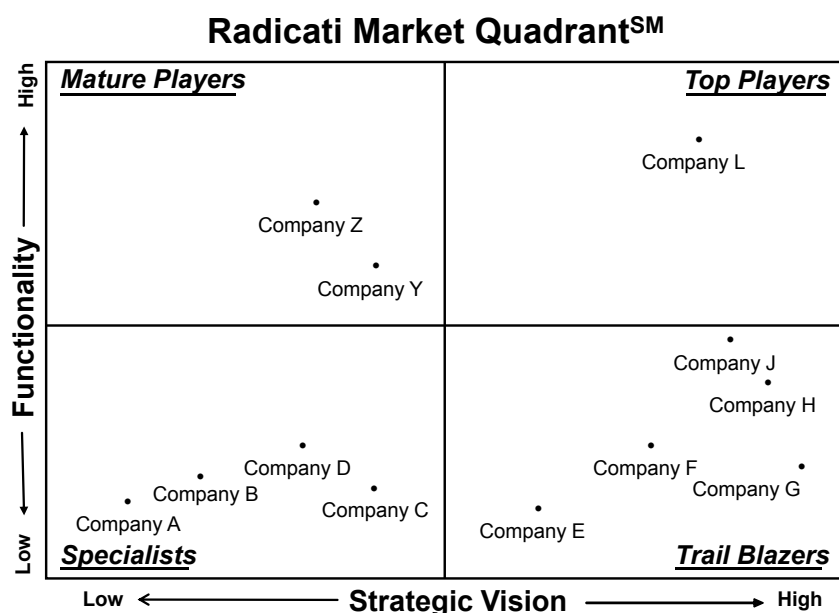


Figure 1: Sample Radicati Market Quadrant

MARKET SEGMENTATION – MESSAGING PLATFORMS FOR SERVICE PROVIDERS

This edition of Radicati Market Quadrants covers the **Messaging Platforms for Service Providers** segment of the Messaging Platforms market, which is defined as follows:

- **Messaging Platforms for Service Providers** – are highly scalable and reliable messaging platforms designed to meet the needs of demanding service provider environments, which can range from hundreds of thousands to millions of subscriber seats. Service providers deploying messaging platforms include: Internet Service Providers (ISPs), Telecommunication Providers (i.e. Telcos), Web Hosting Providers, Cloud Business Email Providers, and Application Service Providers (ASPs) and others. Vendors in this segment include: *atmail, Axigen, HyperOffice, IceWarp, Microsoft, Open-Xchange, Oracle, Rockliffe, Synchronoss Messaging, and Zimbra*.

Many vendors of messaging platforms develop solutions for both the on-premises enterprise market and for the Service Provider market. This market quadrant focuses only on the part of their business that deals with providing Messaging Platforms to Service Providers. Service Providers, in turn, typically offer messaging services to their subscribers bundled with a broad range of other services.

Messaging platforms have evolved well beyond email, to offer full featured unified communications and social engagement platforms. Messaging vendors that deliver platforms to Service Providers must continually meet the growing demand for more advanced features and functionality, which may include real-time communications, security, social network integration, and more. Messaging Platforms increasingly serve as the main communication hub for business and consumer users, providing access through mobile and desktop clients, to a wide range of communication services.

The worldwide Messaging Platforms for Service Providers market will reach over \$2.0 billion in 2017, and is expected to grow to over \$2.7 billion by year-end 2021. Figure 2, shows the revenue forecast for the Messaging Platforms for Service Providers market, from 2017 to 2021.

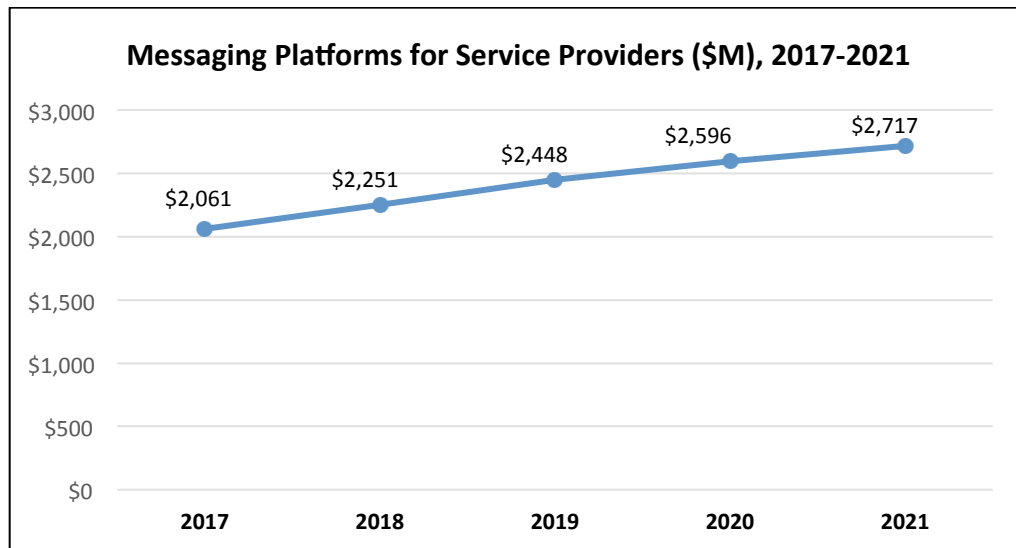


Figure 2: Messaging Platforms for Service Providers – Revenue Forecast (\$M), 2017-2021

Note: Throughout this report, the terms “Email” and “Messaging” are used interchangeably.

EVALUATION CRITERIA

Vendors are positioned in the quadrant according to two criteria: *Functionality* and *Strategic Vision*.

Functionality is assessed based on the breadth and depth of features of each vendor's solution. All features and functionality do not necessarily have to be the vendor's own original technology, but they should be integrated and available for deployment when the solution is purchased.

Strategic Vision refers to the vendor's strategic direction, which comprises: a thorough understanding of customer needs, ability to deliver through attractive pricing and channel models, solid customer support, and strong on-going innovation.

Vendors in the *Messaging Platforms for Service Providers* space are evaluated according to the following key features and capabilities:

- ***Scalability*** – service providers need to accommodate a growing number of user seats, while simultaneously maintaining low costs. As a result, vendors in this segment must offer highly scalable platforms that can maintain up to millions of user seats. Service providers should take into consideration the two primary components of scalability: scaling up and scaling out. Scaling up, or vertical scaling, is a platform's ability to maximize efficiency to house as many users as possible on a single server. Scaling out, or horizontal scaling, is a platform's ability to easily integrate additional servers with existing ones to increase the platform's capacity for more user seats.
- ***Reliability*** – service providers must offer uninterrupted service to subscribers with minimal downtime. Messaging Platforms for Service Providers vendors must therefore offer platforms with robust high availability (HA) and disaster recovery (DR) features. All Messaging Platforms for Service Providers are expected to offer these as standard features to ensure that a service remains uninterrupted and, in the event of a system failure or update, experiences as little downtime as possible. Service providers also expect to quickly and easily access tools that provide insight on the condition of their servers to avoid errors that may lead to system failures.

- ***Multi-Tenancy*** – Multi-tenancy allows service providers to manage a large number of subscribers on a single server. This greatly cuts costs by allowing service providers to utilize less servers, while simultaneously maintaining a larger number of subscriber seats on a single server. Multi-tenancy also allows service providers to avoid costly hardware overhead, as well as reduces risks associated with maintaining a greater number of servers. Lower Total Cost of Ownership (TCO) enables service providers to offer services to customers at a lower price.
- ***Mobile Device Access*** – Mobile devices are widely used by both business and consumer users. Service providers need to offer subscribers full access to all services from their mobile devices. In addition, increased mobile device usage has led users to expect a consistent messaging experience across their devices, which means vendors must offer fully optimized and touch-capable mobile interfaces for the latest smartphone and tablet devices.
- ***Social Networking Integration*** – Communication via social networks has become increasingly popular among business and consumer users. As a result, vendors must offer rich integration with popular social networks, such as Facebook, Twitter, LinkedIn, and others, directly from the Messaging Platform's interface. This in turn allows subscribers to quickly access their contacts on a range of social networks from a centralized interface.
- ***Unified Communications (UC)*** – Service providers must keep pace with their subscribers' ever-growing demand for more functionality. Both business and consumer users now utilize alternative communication channels in addition to email, such as IM and video chat. The instantaneous nature of these forms of communication has shaped the way that users expect to communicate today, which has resulted in messaging platforms offering a full suite of UC functionality, which includes voice and video functionality, such as VoIP, video conferencing, click-to-call, and more.
- ***Instant Messaging (IM)*** – Many Messaging Platforms for Service Providers offer an IM client as part of their package, or as an optional solution that can be integrated with the platform. Like many other advanced features in messaging platforms, these IM solutions can typically be accessed directly from a centralized user interface.
- ***Additional Monetization Opportunities*** – Messaging Platforms for Service Providers offer service provider customers the opportunity to gain additional revenues from their subscribers, which is typically achieved via open APIs. With open APIs, service providers can create and

integrate their own premium services that extend the platform's functionality. In addition, a Messaging Platform may also allow service providers to utilize advertisement space on its interface for additional revenue.

- ***Subscriber Features*** – Service providers must keep pace with the ever-growing demand for more features by offering a wide range of advanced features that go beyond basic email services. These features may include:
 - Additional Storage
 - Email Security (Anti-Virus and Spam Filtering Protection)
 - Email Archiving and Compliance
 - Groupware (Shared Calendaring, Shared Contacts, and other Personal Productivity Tools)
 - Voice and Video Chat

In addition, for all vendors we consider the following aspects:

- ***Pricing*** – what is the pricing model for their solution, is it easy to understand and allows customers to budget properly for the solution, as well as is it in line with the level of functionality being offered, and does it represent a “good value”.
- ***Customer Support*** – is customer support adequate and in line with customer needs and response requirements.
- ***Professional Services*** – does the vendor provide the right level of professional services for planning, design and deployment, either through their own internal teams, or through partners.

Note: On occasion, we may place a vendor in the Top Player or Trail Blazer category even if they are missing one or more features listed above, if we feel that some other aspect(s) of their solution is particularly unique and innovative.

MARKET QUADRANT – MESSAGING PLATFORMS FOR SERVICE PROVIDERS

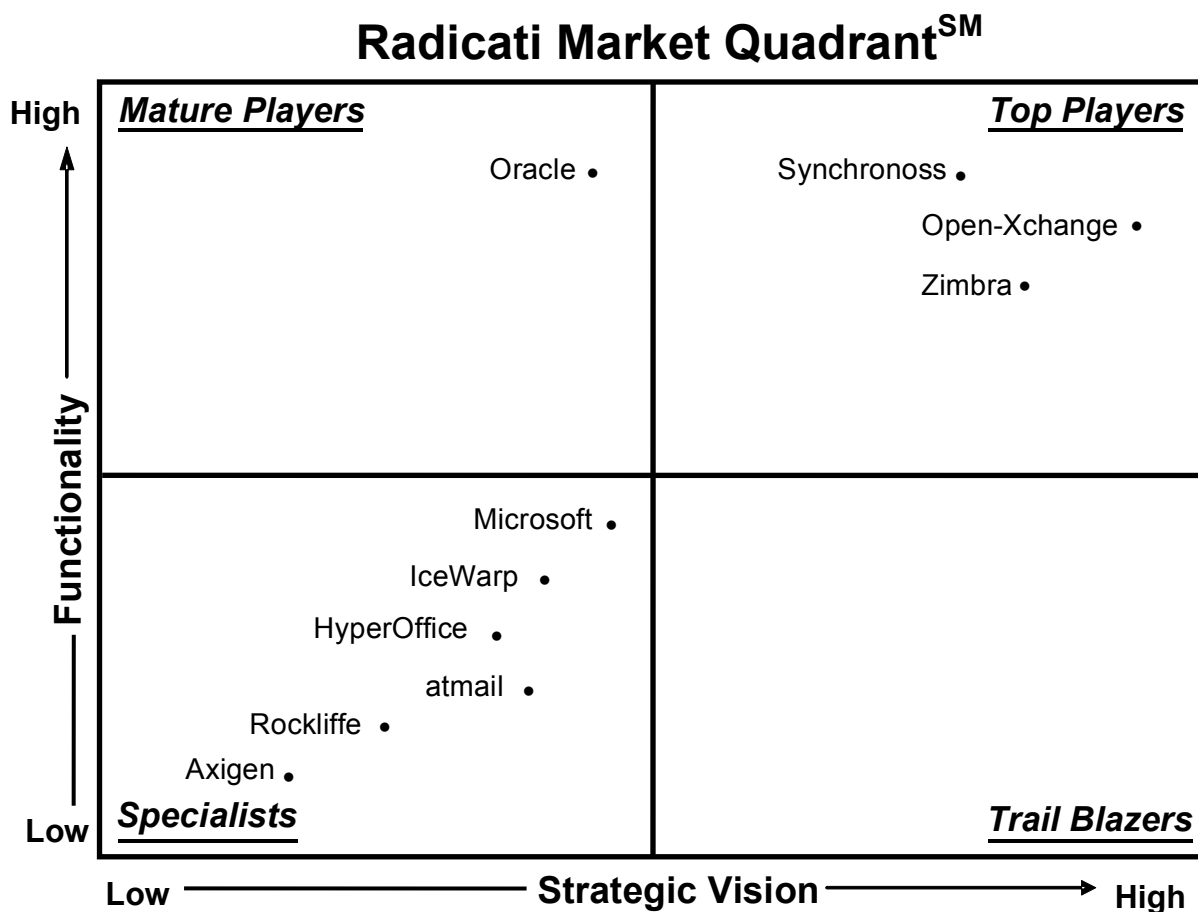


Figure 3: Messaging Platforms for Service Providers Market Quadrant, 2017

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KEY MARKET QUADRANT HIGHLIGHTS

- The **Top Players** in the market are *Synchronoss Messaging*, *Open-Xchange*, and *Zimbra*.
- There are no **Trail Blazers** in this market at this time.
- The **Specialists** quadrant includes *Microsoft*, *IceWarp*, *HyperOffice*, *atmail*, *Rockliffe*, and *Axigen*.
- The **Mature Players** quadrant includes *Oracle*.

MESSAGING PLATFORMS FOR SERVICE PROVIDERS - VENDOR ANALYSIS

TOP PLAYERS

SYNCHRONOSS MESSAGING

200 Crossing Boulevard, 8th Floor
Bridgewater, NJ 08807
www.synchronoss.com

Synchronoss Messaging is a provider of white label messaging, cloud, identity and security solutions for service providers worldwide. Synchronoss portfolio includes activation, multi-channel messaging, enterprise mobility, personal cloud, analytics and universal identity.

SOLUTIONS

Synchronoss' **Messaging** portfolio is organized around three key product lines: Messaging, Security & Identity Management, and Real Time Communications. The portfolio includes email, voice, video, real-time communications, personal cloud computing, unlimited storage, security, encryption, and anti-abuse capabilities. Synchronoss products can be deployed on premise, in a hybrid environment, or in the Cloud.

The Synchronoss Messaging platform comprises the following elements:

- **Messaging Platform - Mx9** – is an open, scalable, configurable messaging solution, which delivers high availability and geographic redundancy via a distributed object storage architecture. Reduced storage TCO is achieved through the utilization of commodity hardware. Key features include:
 - *Stateless Message Store (sMSS)* – any message store instance can serve any user, delivering 99.999% availability and resilience.
 - *Network Message Store* – is a distributed object store enabling flexible storage of data including email, sms, mms, voicemail, video, real time communications and chat history. Object based software technology allows storage nodes to be added on the fly.
 - *Plug and Play Voicemail service* – is a carrier grade, IP-based voicemail solution that seamlessly integrates with Mx9 architecture.
 - *Virtually Unlimited Messaging* – provides meta-data caching, decoupling access performance from mailbox size.
 - *Business Gateway and Open API's* – enables integration of new services by making it easier to integrate the platform with partner solutions, operator solutions and 3rd party value-added services.
 - *Personal Cloud integration* – allows sending large attachments over 20 MB as well as storing attachments received in email
- **Messaging Marketplace** – enables interoperability, enhances communications and distributes commerce and monetization through a messaging platform that offers centralized identity management, integrated payment capabilities; back office, service integration and management; accessibility to external (OTT, partner) and internal channels. It also supports bot creation and management along with third party and carrier services extensibility.
- **Ux Suite** – provides a lightweight web-based messaging and communication set of applications with universal access via desktop, smartphones and connected devices. It offers integration with other email services (e.g. Gmail) in the interface, contacts, calendaring and task management, conversational mail views, integrated voice and video calling, voicemail,

sms, mms, chat and social media activity. In addition it supports touch based experiences on mobile and connected devices, with support IMAP/IDLE, CardDAV, CalDAV, vCard, iCalendar, Exchange ActiveSync, and native apps. Native Mobile Clients for iOS and Android supporting email, contacts, and calendaring are also provided.

- **Real Time Communications - Synchronoss Rich Communications Suite** – delivers real time communications capabilities including integrated messaging, enriched calling, and content sharing on both the desktop and mobile device. It can be integrated with the Synchronoss Messaging Platform to provide centralized storage and access to contacts, messaging and content sent and received.
- **RazorGate 5** – provides comprehensive email anti-abuse threat detection with policy engine, traffic management and content screening capabilities.
- **Crypto Mail** – delivers email security and privacy by ensuring secure end-to-end delivery of an email message without the ability of ‘man in the middle attacks’. Senders are provided with the ability to encrypt and sign a message to ensure the content is secure. Senders are also provided with visibility as to who opened what message ensuring proof of delivery.
- **Synchronoss Personal Cloud** – is a white label solution that allows users to transfer content between devices, backup content from any device and share content with other users. It enables access to photos, videos, documents, contacts, and messages enabling users to sync, share, create and manage content. Access to the Personal Cloud from the Synchronoss Messaging Platform is enabled for sending and receiving content in email as well as allowing email users to view and share their online content stored in the Personal Cloud solution.
- **Synchronoss Advanced Analytics Platform** – can be integrated with the Synchronoss Messaging Platform to help Service Providers monetize their investment in messaging by providing insight and specific contextual information on users, interests, social networks, and content discussed.

In addition, Synchronoss Messaging offers a broad range of services encompassing three main areas:

- *Global Customer Support* - provides standard 24x7 product support as well as value added services like health checks, monitoring, and platform readiness.

- *Professional Services* - provides expertise to design, deploy, install, and integrate custom solutions.
- *Cloud Services Team* - delivers a fully supported and managed service for the Synchronoss Messaging Platform, which helps service providers minimize upfront investments in infrastructure and support, as well as scale to meet peak demand.

STRENGTHS

- The Synchronoss Messaging Platform is available as software, and can be deployed on premises, in a hosted datacenter, or in the cloud.
- The Synchronoss Messaging Platform is a highly scalable, configurable, open messaging environment that is easy to integrate with service provider environments.
- The Synchronoss Messaging Platform utilizes a stateless message store and directory, delivering limitless message store capabilities with high performance and at a low cost.
- The Synchronoss network message store enables integration of email, voicemail, SMS and MMS, and chat history from a single platform.
- User Experience features include conversational mail views, aggregated external email, voicemail, social media activity, real-time communications (chat, voice, video), synchronized contacts from social networks and external accounts, inline attachment previews, file sharing, shared calendars, personal cloud and more.
- User Experiences provide support for multiple mobility options, including Microsoft Exchange ActiveSync (EAS), IMAP IDLE, iCal, CalDAV, CardDAV, native mobile Client and mobile web for smartphone and tablet devices.
- The RazorGate and Crypto Mail solution provide comprehensive email anti-abuse threat detection, as well as secure end to end delivery of email via encryption.

- Monetization capabilities are provided out of the box through integration with the Synchronoss Analytics Platforms, as well as support for leading demand-side platforms (DSPs) like AOL, Yahoo, and Google to deliver targeted advertisements.

WEAKNESSES

- Synchronoss Messaging Suite is targeted at Service Providers with +250K subscribers. The company's focus has historically not been on smaller or regional providers.
- The Synchronoss Messaging Suite does not offer a built-in archiving solution for service providers. Service provider customers can work with Synchronoss Services to integrate third party archiving solutions.
- The Synchronoss Messaging Suite lacks document editing and collaboration features, which other messaging platform providers are starting to add. However, Synchronoss does offer these capabilities in its Enterprise Mobility Platform.
- Synchronoss Messaging underwent some management changes in April 2017, at the time of this writing it is still too early to understand how this may affect company direction.

OPEN-XCHANGE

530 Lytton Avenue 2nd Floor
Palo Alto, CA 94301
www.open-xchange.com

Founded in 2005, Open-Xchange offers web-based communication, collaboration, and office productivity software to service providers and enterprise customers. In 2015, Open-Xchange merged with Finnish software vendor Dovecot and Dutch software vendor PowerDNS. The combined company is a provider of open source cloud software for ISPs, telcos and cable companies.

SOLUTIONS

OX App Suite is a web-based email, collaboration and office productivity platform that is built on an open-source framework. The platform supports open-standards, such as POP, IMAP, SMTP for messaging, iCal for calendaring, vCard for contacts, and LDAP for directory services. Open-Xchange also supports collaboration features, such as groupware, document and calendar sharing, and social network integration. Open-standards and accessible APIs allow OX App Suite to be integrated into any cloud or hosted infrastructure.

OX App Suite can be deployed on-premises or as a hosted service through OX as a Service (OXaaS).

OX App Suite is built on HTML5 and the latest JavaScript technologies, delivering interoperability across platforms and devices. OX App Suite provides a seamless experience on desktop, mobile, and tablet clients that is extensible and lightweight.

OX App Suite is based on a modular design, which allows service providers to add components as they see fit. The platform comprises the following functionality:

- **OX Portal** – is a user configurable widget-based portal that lets a user integrate a variety of social media such as Twitter, Xing, Tumblr, etc. and display the latest activity in other apps. It is also fully configurable and extendable by the provider, letting them add their own functionality, advertising and upsell capabilities.
- **OX Mail** – is a fully featured webmail client built on the latest Web 2.0 technologies. The browser-based interface integrates other email services, such as Gmail, directly into the interface, and supports calendaring and task management, as well as publication of contact lists. OX Mail also syncs email to mobile devices via native clients for iOS and Android.
- **OX Drive** – utilizes a WebDAV and integrated API into the webmail and PIM feature sets to provide support for document sharing, secure permission handling, document versioning and publishing. OX Drive supports picture, music, videos, as well as previews of file from within the browser. OX Drive also provides uploading and synchronization (including photo stream) to and from mobile devices via native clients. Native clients are available for Apple iOS, Apple macOS, Android and Windows. Central storage of documents prevents duplicated work and reduces the amount of email traffic, as users can send a URL link to recipients, rather than large email attachments. It provides sharing capabilities for teams or individuals

by integrating email, appointments, contacts, text editing and file management with advanced information management and document sharing tools.

- **OX Documents** – is a comprehensive cloud-based office productivity suite, including OX Text, OX Spreadsheet and OX Presentation, that lets users work directly on documents, spreadsheets and presentations in the browser on any device. OX Documents also includes OX Presenter, which allows presentations to be broadcast over the web, and OX Document Viewer, which enables the viewing of documents, stored on OX Drive, in the browser, without prior download. OX Documents integrates with cloud storage to enable collaboration and editing by multiple users, across documents, as well as the ability to work with most existing file formats without damaging formatting.
- **OX Guard** – is a full encryption and security system for emails and files. It provides simple single click encryption, and comes with features such as key management for advanced users, email signing, password reset and access timeouts. The latest version includes PGP (Pretty Good Privacy) encryption and works with external users.
- **OX Business Mobility Connector** – is available in the optional OX App Suite Pro upgrade, and enables push email to Microsoft Exchange ActiveSync (EAS) compatible devices, including Apple iOS, Google Android, and Windows Phone devices.
- **Native Email Client** – for offline use on a desktop, Open-Xchange provides service providers with a brandable, fully featured native email client, which includes calendar, tasks, contacts and chat. The native client supports Windows XP, Vista, 7, 8 and 10. In addition, OX App Suite supports standard POP and IMAP protocols, which enable users to continue using popular email clients such as Apple Mail and Mozilla Thunderbird.
- **OX Mail Apps** – Open-Xchange provides native Apps for an optimized email experience with OX App Suite on iOS and Android smartphones.
- **Dovecot Pro** – Open-Xchange can offer a complete solution including the email back-end providing POP 3 and IMAP 4 access. Dovecot Pro comes with professional support & services, object storage support and lightweight email archiving & backup features.

- **Power DNS** – enables Open-Xchange to create a next generation secure email platform, designed to rely on core DNS technologies, such as DNSSEC and DANE, for encryption key discovery and exchange and deliver parental control and malware filtering services.

STRENGTHS

- OX App Suite is a highly scalable platform, with a proven track record, capable of scaling to millions of users.
- OX App Suite can be deployed on-premises or as a hosted service.
- OX App Suite utilizes open-standards and API's, which can easily integrate into existing environments, allowing service providers to integrate individual modules that best fit their customization needs.
- OX App Suite offers rich communication and collaboration functionality, including contacts, file, and calendar sharing, as well as integrated team task management features, document collaboration and office productivity applications.
- OX App Suite provides single sign-on access to all SaaS applications, across all devices.
- Open-Xchange provides a customer retention and upsell strategy to service providers for high-level features, such as collaboration, which allows them to easily roll out value-added services, helping generate incremental revenue and significantly reducing churn.
- OX App Suite is highly customizable, on both the module level, as well as back-end and web front-end integration where it can be tailored to meet specific service provider requirements.

WEAKNESSES

- OX App Suite can only be deployed on Linux platforms.
- The native email client does not currently support macOS, but this may be added in the future.

- OX Business Mobility Connector, which enables mobile device access via Microsoft Exchange ActiveSync (EAS), is a premium feature only, which can be added to OX App Suite Basic or Pro, at an additional cost.

SYNACOR (ZIMBRA)

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www.zimbra.com

Synacor is a provider of technology for video, communication providers, device manufacturers and enterprises. In 2015, Synacor acquired Zimbra, a developer of Open Source collaboration software that includes email, calendaring, file sharing, chat and video chat.

SOLUTIONS

Zimbra Collaboration offers a full collaboration platform comprising: email, calendar, contacts, tasks and briefcase (file sharing). It is built on top of popular Open Source projects such as Postfix, Jetty, Nginx and many others. Zimbra users can access their email via any web browser, using Windows, Mac and Linux clients, and through iOS, Windows mobile and Android devices. Zimbra also supports a native connection for Microsoft Outlook® users with two solutions: a connector for Outlook for Windows, and the EWS for Outlook for MAC.

Zimbra Collaboration can be deployed on-premises, in the cloud or as a hybrid service. It is also offered as a Hosted Service by the Zimbra Business Solution Provider Network, or as a Managed Service run by Synacor.

Zimbra can be deployed on a Linux server environment, on the Windows Server 2016 environment using containers, as well as virtually with HyperV. The platform supports POP, IMAP, CalDAV, CardDAV and SMTP for messaging, as well as LDAP for directory services. Zimbra relies on Postfix for its MTA functionality, which comes bundled with Zimbra Collaboration. The platform is interoperable with Microsoft Exchange, various desktop clients and browsers, and Microsoft Active Directory (AD). Zimbra Collaboration 8.7.7 is the latest

version of the platform. It includes technology from ClamAV, SpamAssassin and DSPAM for robust anti-malware features and S/MIME for email signing and encryption.

Zimbra offers Zimlets, which are downloadable applications for third-party business and social integration. Zimlets allow customers to download and integrate new features to customize the web client experience and extend its functionality. Zimlets include integration with Webex, Salesforce.com and many more. Zimbra also provides integration with Cisco, or Mitel for enterprise-level unified communication.

The Zimbra **Web Client** delivers email, calendaring, contacts and document management features on a single, web-based interface. Zimbra also provides **Zimbra Desktop**, which is compatible with Microsoft Windows, macOS and Linux operating systems. The desktop client has the same functionality across all platforms and supports all POP/IMAP email, including Gmail, Yahoo! Mail and Outlook.com. Zimbra Collaboration also includes connectors for Microsoft Outlook and for synchronization of email, contacts and calendars. In addition, **Zimbra Mobile** provides mobile device synchronization with Exchange ActiveSync-enabled devices, such as Apple iOS, Google, Android and Windows Phone devices.

In 2017, Zimbra introduced **Zimbra Suite Plus**, which offers four key feature enhancements: Hierarchical Storage Management (HSM), Administration, Mobile, and Backup. Zimbra Suite Plus is available for both the Zimbra Network Edition and the Zimbra Open Source Edition. It is the first product available as an add-on for the Zimbra Open Source Edition install base.

Zimbra also offers **Zimbra Talk**, which provides a simple, open way to conduct online meetings, eLearning events, desktop sharing and webinars from web browsers, desktops and mobile devices.

For email archiving and compliance, Zimbra offers **Zimbra Archiving and Discovery**, which is a component available in ZCS Professional Edition.

Zimbra Drive adds file sharing services to both product editions of Zimbra. Zimbra Drive is an integration with NextCloud/OwnCloud.

In March 2017, Zimbra released its open source code on github, increasing interaction, exchange of ideas and development by the open source community.

STRENGTHS

- Zimbra Collaboration is an easy to deploy, fully featured platform that appeals to small and mid-size service providers, enterprises and government agencies, looking for a messaging and collaboration platform.
- Zimbra Collaboration can be deployed on-premises, in the cloud, as a hybrid solution, as a hosted service through the Zimbra Business Solution Provider Network, or as a Managed Service run by Synacor.
- Zimbra's solutions provide users with control of the physical location of where their collaboration information resides. Data residency is a key requirement for government agencies and highly regulated industries, such as financial and healthcare organizations.
- Zimbra Collaboration Server includes a document management Briefcase, allowing users to upload documents, save attachments and share files with other users, all within the Zimbra interface.
- Zimlets and APIs allow customers to download and integrate new features to customize the Zimbra experience and extend its functionality. Zimlets include integration with Webex, Salesforce.com and more.
- Zimbra Collaboration Server includes Zimbra Mobile, which offers Microsoft Exchange ActiveSync to customers.
- Zimbra Collaboration now offers Zimbra Talk, which provides users with text, voice and video collaboration capabilities integrated into the Zimbra user interface.
- All Zimbra functionality (with the exceptions of Zimbra Talk and Zimbra Suite Plus) is built into the core product, so customers do not have to continually purchase additional products.

WEAKNESSES

- Zimbra is an open-source solution that includes many open-source components for key functionality such as Postfix for its message transfer agent, ClamAV and SpamAssassin for

anti-malware and many others. While these open-source components are well known, they don't always deliver best in-class functionality.

- Zimbra has gone through many acquisitions in recent years (moving from Yahoo!, to VMware, to Telligent and to Synacor), which have caused it to regularly re-assess its product portfolio.
- Zimbra has been late to deliver its next-generation, stateless email server in its commercial, off-the-shelf software product. While Synacor's hosted email service provides an "always on" service for solution providers that offers 99.999% availability, it does not yet support this feature for customers who want to deploy Zimbra in their own datacenters or cloud services. Zimbra expects to release its stateless server architecture in the off-the-shelf software product in early 2018.

SPECIALISTS

MICROSOFT

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www.microsoft.com

Founded in 1975, Microsoft is the world's largest producer of software products and services for businesses.

SOLUTIONS

Microsoft Exchange Server is Microsoft's flagship messaging and collaboration platform aimed at on-premises enterprise deployments, as well as service providers offering **Hosted Exchange** services. Service providers offering Hosted Exchange, typically target business users ranging from SMBs to large enterprises.

Microsoft Exchange Server offers a wealth of messaging and collaboration features, including email, instant messaging and presence, voicemail, security, and more. It includes the Microsoft

Outlook desktop client, as well as Outlook on the web (formerly Outlook Web App or OWA) webmail client. For mobile device access, Microsoft Exchange Server includes Microsoft Exchange ActiveSync (EAS).

Microsoft Exchange Server 2016 is the latest version of Exchange Server. Consistent with Microsoft's new focus on Office 365, Microsoft Exchange Server 2016 is an on-premises version of functionality already available in Office 365. Microsoft Exchange Server 2016 offers the following features:

- *High Availability & Disaster Recovery* – Microsoft Exchange Server offers managed availability, which monitors internal activity to prevent failures, and resorts to automatic fallback procedures in case of a system failure. Microsoft Exchange Server includes a Managed Store for greater resiliency, and supports multiple databases per disk for system efficiency. Automated repair improvements, such as database divergence detection, improve Microsoft Exchange Server 2016's high availability.
- *Anti-Malware* – built-in security features scan outgoing and incoming messages, automatically deleting messages that contain malware. These on-premises anti-malware features can be used in conjunction with cloud-based, Exchange Online Protection (EOP), for layered protection. These features can also be completely replaced with third-party solutions.
- *Archiving and Data Loss Prevention (DLP)* – Microsoft Exchange Server includes native archiving and DLP features. The DLP features analyze the content of messages, detect any messages that violate DLP policies, and allow administrators to set custom DLP policies.
- *Collaboration* – Microsoft Exchange Server 2016 offers a new approach to attachments meant to simplify document sharing and eliminate version control issues. It allows users to attach documents as links to SharePoint 2016 or OneDrive for Business instead of a traditional attachment, which helps ease co-authoring and version control.
- *Outlook web experience* – offers an optimized interface for tablet and smartphone devices. Outlook on the web also supports offline access for a wide range of browsers. Microsoft Exchange Server 2016 offers updates to Outlook on the web, with features such as: Sweep, Pin, Undo, inline reply, a new single-line inbox view, improved HTML rendering, new themes, emojis, and more.

- *Search* – Outlook 2016 is optimized to use the Microsoft Exchange Server 2016 back end to help find information faster, as well as offer search suggestions, people suggestions, search refiners, and the ability to search for calendar events.
- *Extensibility* – an expanded add-in model for Outlook desktop and Outlook on the web makes it easier for developers to build features into the Outlook experience.
- *eDiscovery* – Microsoft Exchange Server 2016 supports faster, more scalable eDiscovery workloads, as well as the ability to search, hold and export content from public folders.

Microsoft Exchange Server 2016 follows the same update process as Microsoft Exchange Server 2013, with Cumulative Updates (CUs) released approximately every three months, which may include bug fixes, product refinements, and selected new features initially available in Office 365.

STRENGTHS

- Microsoft Exchange Server 2016 offers improved High Availability and Disaster Recovery functionality. Managed availability provides constant internal activity to prevent failure, as well as automatic fallback procedures during a system failure.
- Microsoft continues to enhance Outlook on the web by offering an optimized interface for both tablet and smartphone devices, including touch functionality, which creates a more streamlined experience for users across all mobile devices.
- Microsoft continues to simplify Exchange Server's roles based architecture to ease deployment, management and improve coexistence with earlier versions of Exchange.
- Microsoft Exchange Server 2016 includes Microsoft Outlook on the web and Microsoft Exchange ActiveSync for mobile device access, allowing users to easily access email and collaboration features from virtually anywhere.
- Microsoft Exchange Server 2016 comes with native archiving and compliance features, rich collaboration features, integration with Skype for Business, SharePoint Server, and a variety of other Microsoft features aimed at the needs of business users.

WEAKNESSES

- Due to its cost and complexity, Microsoft Exchange Server, as a hosting platform, is best suited for business service providers, who can charge a premium for their services rather than consumer-oriented service providers, who are typically competing with free services.
- For service providers, Microsoft Exchange Server has generally had difficulty meeting the scalability needs of larger service providers (e.g. Tier 1 providers).
- Microsoft Exchange Server performs best in a Microsoft Windows environment. The macOS and Linux communities are not receiving the same level of attention from Microsoft.
- Microsoft Exchange Server is aimed at business hosting providers, however, Microsoft's own Office 365 service competes directly with its hosting partners creating market confusion and placing pricing pressures on its own hosting partners. As a result many hosting providers are choosing to resell Office 365, and are de-emphasizing their own offerings based on the Hosted Exchange platform.

ICEWARP

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Founded in 1999, IceWarp delivers messaging, collaboration, unified communications, security, and mobility solutions to enterprise and service provider customers.

SOLUTIONS

The company's core product is **IceWarp Suite**, an all-in-one messaging, storage and collaboration platform, available both as a service or on-premises software. IceWarp combines email with group chat, private chat (Instant Messaging), VoIP, groupware and document editing.

IceWarp also includes fully integrated online meeting support and improved desktop sharing, allowing remote teams to connect instantly.

The on-premises version is compatible with Microsoft Windows, as well as variety of Linux platforms, including RedHat Enterprise Linux, CentOS and Ubuntu distributions.

The cloud version offers 99.99% availability, online storage space and is available as a white-label solution.

End-users have multiple ways to connect to IceWarp. On the desktop, end-users can access their email, contacts, calendars and files through Microsoft Outlook using an Outlook plugin, or using the **IceWarp Desktop Suite**, which is specifically designed for the IceWarp Server and adds the capability to create, edit and synchronize files in all common Office formats. It works even offline, by synchronizing users files to all their devices. On the web, end-users can access the same data and productivity apps from the **IceWarp WebClient**, a webmail application that offers a desktop-like experience, and besides the unified messaging features, provides online storage and document editing tools. Email, Instant Messaging and user data synchronization is fully supported on all mobile devices.

IceWarp **TeamChat** is available online, or as a desktop app. Both versions allow users to have conversations with multiple groups of people at once in public and private channels, plan meetings, conference calls, access files and edit documents collaboratively.

In terms of archiving, IceWarp has basic archiving tools built-in, and partners with other software providers to offer a more robust solution for customers that require enhanced archiving features to meet compliance requirements.

IceWarp's security features include multiple anti-spam technologies, including SpamAssassin and real time content-agnostic antispam services powered by Cyren RDP (Recurrent Pattern Detection). Kaspersky Anti-Virus is used to protect against email-borne malware and malicious attachments.

IceWarp also offers **IceWarp Mail for Cisco**, a special edition of IceWarp that uses WebRTC technology to integrate directly with Cisco Unified Communications for applications such as voice, voicemail management, and instant messaging.

STRENGTHS

- IceWarp Suite is available both as a service and on-premises, where it supports both Microsoft Windows and Linux environments.
- IceWarp Suite supports a comprehensive list of integrated and fully customizable service packages, which include email, group chat, private instant messaging, groupware, document collaboration and productivity, VoIP/SIP and online meetings. All modules are present in the original installation and can be activated by additional license keys when needed.
- IceWarp includes TeamChat, a tool for real-time messaging and collaboration that is closely integrated with all other apps within the same interface.
- IceWarp Desktop Suite provides a rich set of tools for end-user productivity.
- IceWarp is easy to install and administer.

WEAKNESSES

- Although IceWarp offers a Linux version, the platform is only a port of the Microsoft Windows version and is not open source. While security concerns, along with Windows compatibility considerations are the main reasons for IceWarp's approach, it may disappoint Linux enthusiasts who typically expect an open-source implementation.
- IceWarp is currently available as a multi-tenant cloud solution, but is not available as a private cloud solution.
- IceWarp Suite does not currently include social networking integration.
- Mobile apps currently only offer 1-to-1 private chat. Team chat is on the roadmap for future release.
- In the service provider market, IceWarp is most suitable for Tier 2 and Tier 3 providers.

HYPEROFFICE

30 West Gude Drive, #150
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Founded in 2004, HyperOffice offers a range of cloud-based solutions for messaging, social collaboration, real time communication, unified communications and mobile technologies. HyperOffice solutions are aimed at the needs of service providers and enterprise customers.

SOLUTIONS

For service providers, HyperOffice offers a range of private label messaging, collaboration and mobility technologies. HyperOffice's backend MTA is based on Postfix and the Apache James Messaging Server. Its solutions are available for deployment on the service provider's infrastructure or as a white label SaaS solution.

HyperOffice Atlas is an end-to-end suite of email and collaboration tools integrated in a single cloud solution. Atlas includes the following capabilities:

- *Business Email* – email service and tools that allow businesses to set up email (@yourcompany.com) accessible on any web browser, mobile or desktop client. Atlas offers a rich web client built on HTML5 standards with enterprise features like drag and drop uploads, aliases, advanced spam filtering, and more. Users also have the ability to access email through any IMAP client, or leverage push email to access mail through the native email client of any popular mobile device. Email is fully integrated with extended collaboration features like the ability to save email attachments directly in the cloud, send email to email lists organized in the address books etc. Advanced features include archiving.
- *Online Contact Management* – allows managing of company contacts in unlimited contact lists with features like searching, sorting and filtering.
- *Online Calendars* – supports managing personal and group online calendar schedules through features like color coding, overlays, reminders, conflict management, resource management, meeting invites, mobile sync and more.
- *Online Document Management* – supports storing and organization of documents in the cloud with advanced collaboration capabilities like permissions, version control, comments

and audit trails.

- *Online Project Management* – allows team to organize efforts by creating projects, assigning tasks, setting milestones, managing dependencies, and getting a visual overview with Gantt charts.
- *Intranet Publisher* – is a drag and drop publisher used to create rich landing pages for teams and departments which may be used to contextually display static information, dynamic collaborative information and tools.
- *Enterprise Social Networking* – offers enterprise social networking features like profiles, activity streams, social conversations and more.
- *Instant Messaging* – offers real time communication and presence.
- *Online Web Forms and Database* – supports streamlined data collection with web forms, allows to organize data in customizable views and tables, and provides data analysis tools. It also allows creation of simple workflows to automate everyday business processes like lead tracking, order processing, support ticketing and others.

HyperOffice also offers **uShare.to**, which is a multi-modal team communication and mobile messaging solution. It allows people within and outside the organization to instantly get together in persistent workspaces on any device, to communicate via their channel of choice - video, audio, chat and mobile messaging.

STRENGTHS

- HyperOffice offers flexible deployment models for service providers, where Atlas may be deployed from HyperOffice's cloud or any third-party server infrastructure.
- HyperOffice is a white label solution, where service providers can create and promote packages under their own brand.
- HyperOffice offers a robust Service Provider Console, with rich capabilities which allow service providers to easily administer their user base.

- HyperOffice Atlas's features are deeply integrated with numerous touch points to deliver a seamless experience to end users. Examples include the ability to convert emails to tasks, save mail attachments directly to the cloud, and more.
- Atlas's design is based on open APIs including its own UI. This allows third parties to easily create deep integrations, as well as create their own UI.

WEAKNESSES

- HyperOffice has low market visibility and brand awareness.
- In the service provider market, HyperOffice is most suitable for smaller Tier 2 and Tier 3 providers.
- HyperOffice does not offer document editing natively, but through integration with a third party solution.
- HyperOffice does not offer unified communications natively, but through integration with a third party solution.

ATMAIL

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atmail, founded in 1998, develops email solutions for service providers, enterprises and technology partners. With offices in Australia and the United States, atmail serves customers on a worldwide basis.

SOLUTIONS

atmail develops white-labelled webmail and email server technologies, including native email applications for mobile devices and collaboration tools for calendaring. atmail mail server supports IMAP, POP and SMTP. atmail supports synchronisation across multiple devices through open standards and atmail's DavSync for Outlook plugin. atmail software can be deployed on-premises or via the atmail cloud.

atmail suite allows complete end-to-end white-labelling for service providers. atmail suite comprises version 8 of atmail's webmail interface (email, contacts and calendars), an API server, a DAV server and a native app for iOS. Android is on the roadmap for future release. atmail suite offers a modular design which allows for ease of extensibility. The webmail UI is a single page app, and the modular design supports scaling the front-end and API server independently in concert with load balancers.

atmail mail server is an integration open-source software, combining Dovecot, Exim, ClamAV and SpamAssassin into a commercial mail stack, and includes default automation playbooks and configurations for each of these components. atmail mail server provides a highly modular and scalable solution for large scale installations. It includes a webadmin UI and a granular and configurable Role Based Access Control permissions model for delegation of administration across the IT team. atmail mail server leverages an automation engine to ease configuration and deployment of core email services on demand, including IMAP, SMTP, AntiVirus and AntiSpam. atmail mail server also includes ManageSieve and monitoring services. The platform is compatible with Linux operating systems and can run in private and public virtual environments.

atmail cloud is a subscription-based service hosted by atmail, which combines atmail suite and mail server. It allows customers to leverage best of breed technologies while simplifying email management.

atmail also offers the following add-ons:

- *atmail DAV server* – which offers a CalDAV and CardDAV implementation for third party device synchronization and sharing is included as an optional download for both atmail suite and atmail mail server.

- *atmail ActiveSync* – is an optional add-on for customers who desire Microsoft Exchange ActiveSync support.

STRENGTHS

- atmail offers high-availability and redundancy, and is based on key open standards, including JMAP, IMAP, POP, SMTP, WebDAV, CardDAV and CalDAV.
- atmail suite offers a responsive, high-performance user interface that will appeal to many service provider's subscribers.
- atmail offers an iOS application supporting multiple accounts and unified inbox.
- atmail is easy to install and manage, and provides fully documented APIs and a plugin framework for easy customization and extension.
- Through a customizable UI and plugin support, atmail offers the ability to monetize email through in-application advertising, third party revenue streams and advanced email services.

WEAKNESSES

- atmail lacks market visibility, the company is working to address this.
- atmail is a pure-play email, contacts and calendars solution, as such it does not include any document collaboration functionality.
- atmail does not currently offer an IM solution.
- atmail does not currently offer social networking integration.
- atmail does not currently offer a unified communications solution.
- In the service provider market, atmail is most suitable for Tier 2 and Tier 3 providers.

ROCKLIFFE SYSTEMS

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Founded in 1995, Rockliffe develops email and mobile communication software for service providers and SMBs.

SOLUTIONS

MailSite Fusion is Rockliffe's Microsoft Windows-based platform that includes POP, IMAP and SMTP access for email, and LDAP for directory services. MailSite Fusion comes in four different packages: SE for Small Enterprise, LE for Large Enterprise, SP-s for Service Provider (single server), and SP-c for Service Provider (cluster).

MailSite SP uses a SQL server cluster for configuration and subscriber database, which offers full billing and provisioning system integration. This allows service providers to scale across multiple clustered application servers and offers the option to add additional servers any time in order to meet increased capacity requirements. MailSite SP can be easily deployed in environments of very different sizes, ranging from 500 mailboxes to as many as 2 million mailboxes.

MailSite SP offers full support for Microsoft Exchange ActiveSync, allowing subscribers to synchronize their data over-the-air from all popular mobile devices, including: iPhone, Android, BlackBerry, Windows Phone and Nokia. Subscribers can access, edit, and share information from their phone while keeping their computers automatically up-to-date with the latest changes.

MailSite SP is targeted at tier 2 and tier 3 service providers that need to host email for 10,000 to 10 million subscribers.

For mobility, MailSite Fusion offers Microsoft Exchange ActiveSync (EAS) and its own AstraSync. Optional security features include email content filtering and anti-virus powered by AVG, and anti-spam powered by Mailshell. MailSite Fusion also includes the **MailSite ExpressPro** webmail client, which delivers shared calendaring, contact management, folder drag

and drop capabilities, and administrative features built into the user interface. Rockliffe provides an optional XMPP Instant Messaging server that is integrated with MailSite Fusion.

Rockliffe also offers an enterprise Instant Messaging product called **AstraChat**, which now includes VoIP and provides support for iOS, Android, macOS, Linux and Windows.

STRENGTHS

- Rockliffe's MailSite platform relies on a highly scalable, clustering architecture design which can scale to accommodate a couple of millions of users on a single cluster.
- MailSite offers high quality support for mobile devices, thanks to its strong Exchange ActiveSync (EAS) expertise.
- Rockliffe has deep XMPP expertise, and offers AstraChat, an enterprise-grade IM solution which now includes VoIP and support for iOS, macOS, Linux and Windows.

WEAKNESSES

- MailSite Fusion is only compatible with Windows operating systems. Linux is not supported.
- Rockliffe's MailSite Fusion does not provide social networking integration.
- Rockliffe's integration of its chat server functionality with MailSite can be improved upon.
- Rockliffe lacks features for document collaboration and productivity, which are becoming commonplace in many messaging platforms.
- In the service provider market, Rockliffe is most suitable for Tier 2 and Tier 3 providers.

AXIGEN MESSAGING

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Axigen Messaging, founded in 2004, offers messaging and collaboration aimed at the needs of enterprise customers, SMBs, and service providers.

SOLUTIONS

Axigen Mail Server, Calendaring, and Collaboration is Axigen's premium mail server solution with groupware functions built for SMBs and service providers that serve the SMB market. The platform is compatible with Microsoft Windows Server, as well as multiple flavors of Linux, and Solaris. The Axigen mailbox server works smoothly with email clients like Microsoft Outlook, Thunderbird or eM Client. Axigen also includes a WebMail interface, which creates a desktop-like experience on any Internet-enabled device. Axigen leverages proprietary Axigen SmartProcessing™ and UltraStorage™ technologies to ensure fast, reliable, and highly configurable email message processing, and storage. Advanced protection for malware through integration with additional security technologies from Cyren, Kaspersky, and Bitdefender are available as premium add-ons.

Axigen offers several product editions to meet different customer needs:

- **Service Provider edition** – is a multi-tenant, fully integrated, multi-platform offering, which delivers an all-in-one email, calendaring and collaboration messaging solution. It is localized in over 29 languages (including right-to-left writing mode). Axigen offers flexible licensing options, which allow service providers to choose from a variety of plans including SaaS, co-location, rental, or reselling options.
- **Business Messaging edition** – is aimed at the needs of small and medium size businesses, and focuses on delivering an easy to use user experience of for end-users and system administrators.

All Axigen features are complemented by Axigen Awesome Tech Support, which offers 24/7 availability.

STRENGTHS

- Axigen offers a robust fully integrated email, calendaring and collaboration platform, that can be set up quickly and is straightforward to maintain.
- Axigen is a highly configurable platform, which can be integrated with third party billing and provisioning systems through APIs.
- Axigen offers full support for the most popular Email Clients (e.g. Microsoft Outlook, Thunderbird, and eM Client).
- Axigen offers strong security features in partnership with a number of email security vendors.
- Axigen offers an Automatic Migration Tool, which helps automate migration without the need of the legacy account passwords.
- Axigen's platform has the ability to scale both at software product level as well as in terms of its underlying hardware infrastructure.
- Axigen offers highly competitive pricing.
- Axigen's WebMail Interface is easily brandable & localized in over 29 languages.

WEAKNESSES

- Axigen is only available as an on-premises solution, and does not offer a white-label SaaS option for service provider customers.
- Axigen has low market visibility and brand awareness.
- Axigen currently does not offer any document collaboration functionality.
- Axigen currently does not offer an IM solution.
- Axigen currently does not offer social networking integration.

- Axigen currently does not offer a unified communications solution.
- Axigen's Ajax WebMail interface is still rather basic and could be improved.
- In the service provider market, Axigen is most suitable for Tier 2 and Tier 3 providers.

MATURE PLAYERS

ORACLE

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Founded in 1977, Oracle offers hardware and software that works together in the cloud and in the data center, from servers and storage, to database and middleware, and through applications.

SOLUTIONS

Oracle Communications Unified Communications Suite, is a comprehensive portfolio of secure messaging and collaboration applications for service providers, Content Service Providers (CSPs) and large enterprises. The platform is highly scalable and cloud-ready with full support for multi-tenancy. It is architected to provide a high mean time between failures, leading to longer availability and less maintenance, as well as lower TCO. The platform enables access to communication and collaboration capabilities via the desktop, web, and mobile devices. Oracle Communications Unified Communications Suite is comprised of the following components:

- **Oracle Communications Messaging Server** – lays the foundation for the Oracle Communications Unified Communications Suite. Oracle Communications Messaging Server is carrier grade and offers 99.999% reliability on an appropriately configured system. In addition, server management functions, such as expansion of the message store capability, backup and recovery of user folders, and configuration management can be accomplished without the need to bring the server down. The platform supports POP, IMAP, and SMTP, and includes anti-virus, spam filtering, and authentication technologies for protection against

malware, support for legal interception, LDAP for directory services, as well as personal, public and shared folders for storing and sharing files.

- **Convergence** – is a robust AJAX-based Web 2.0 client that provides a unified experience with integrated voice, video, screen sharing, in-line document viewing, email, SMS, calendar, address book, and IM. The client also includes direct access to social networks, such as Facebook and Twitter, within the web interface. Convergence can open a variety of documents including MS Office formatted documents in a separate tab within the interface without need for additional software. It also provides enhanced advertising support that offers service providers additional monetization opportunities. It can be deployed out of the box or extended and customized to fit into any environment.
- **Oracle Communications Calendar Server** – enables users to manage appointments, events, and tasks on any CalDAV-compatible client. The calendar server also supports collaboration features across multiple clients.
- **Oracle Communications Instant Messaging Server** – is an XMPP-based secure IM and presence awareness platform integrated within Convergence. The platform federates with SIP networks and supports external IM networks. A Web Presence API for extensibility, and the ability to reflect presence based on calendar availability are also available.
- **Oracle Communications Contacts Server** – is a standards-based Network Address Book that provides centralized storage and access of contacts for a large number of users. Address book access supports CardDAV, which allows native contact support within iPads, iPhones and the latest Blackberry devices. Additionally, with available third party apps, CardDAV supports Android and Windows Phone devices. Architected for high performance, scalability and availability, Contact Server supports all major format - vCard 3.0, vCard 4.0, LDIF, and .csv files, to ensure interoperability.
- **Oracle Communications Mobile Synchronization Gateway** – is a gateway for synchronization with mobile devices using the ActiveSync protocol ensuring mail, calendar, and address book synchronization on mobile.
- **Outlook Connector** – allows users to access the Oracle Communications Unified Communications Suite services from Microsoft Outlook 2003 and 2016, and synchronizes

email, contacts, calendars, and tasks between Oracle's servers and the Outlook desktop client.

- **Indexing and Search Service** – is a server-based indexing and search engine that allows for extensive searching of a user's inbox. Oracle Communications Messaging Server consumes ISS services to deliver search services to any IMAP-based mail client. Searches performed from any mail client can use the ISS engine to perform fast, comprehensive searches of message bodies and attachments. Data types include text, HTML, XML, RTF, OpenOffice, Microsoft Office, PDF, VCF, Image, Audio, Video, and Uncategorized formats. Metadata is also indexed for JPEG files.

Partner solutions enhance the suite and enable operators to offer a diverse set of services, including operational archiving, regulatory compliance, and support for Microsoft Exchange ActiveSync-enabled devices.

Oracle Communications Unified Communications Suite can also be integrated with Oracle Communications WebRTC Session Controller, to enable enterprises to offer their employees and partners an integrated and seamless user experience. The user experience combines real-time voice, video, screen sharing including interoperability with PSTN/SIP end points with messaging and calendaring services. The solution also enables service providers to offer real-time voice and video communications with secure, reliable, and seamless interoperability across carrier and enterprise networks on diverse end points, by creating a new B2B offer suitable for enterprises of any size.

STRENGTHS

- Oracle Communications Unified Communications Suite allows for optimized, simple, and secure cloud deployment where customers can fully customize its many components to best fit their specific needs. Service providers can choose to deploy a wide range of features, including instant messaging, groupware features, security, and others.
- Oracle's Enterprise Collaboration solution brings together Oracle's Unified Communications Suite and WebRTC Session controller to enable enterprises to have a full featured and complete UCC suite, helping them increase their return on investment and improve user productivity.

- Oracle Communications Unified Communications Suite has a strong reputation as a highly reliable platform. The platform has strong high availability (HA) architecture to ensure business continuity.
- Oracle Communications Unified Communications Suite utilizes a range of storage media, such as flash, fiber, or SATA, in order to maximize storage efficiency.
- Oracle Communications Unified Communications Suite can easily integrate components from third-party vendors, offering service providers greater flexibility to customize the platform to meet their individual requirements.
- Oracle Communications Unified Communications Suite provides a broad set of APIs that enable service providers to develop and integrate their own assets and increase their monetization opportunities.
- Convergence allows users to access a complete unified communications experience, including email, voice, video, screen sharing, call transfer from browser to SIP/PSTN end points, SMS, IM, and more within a single interface. It also allows users to access social networking sites, such as Facebook and Twitter, directly from the interface without having to exit the web client.
- Convergence offers service providers additional monetization opportunities via enhanced advertising support.
- Service providers are given the option to purchase Oracle Communications Unified Communications Suite as part of a complete stack, which also includes Oracle server hardware and software.

WEAKNESSES

- Oracle does not offer a white-label SaaS option for service provider customers.
- Oracle tends to sell its Unified Communications Suite as part of larger investments in Oracle technology and services for service providers, and as such may not be a good fit for smaller providers looking for a basic messaging and collaboration solution. Oracle plans to address

this in future releases.

- Oracle Communications Unified Communications Suite does not offer a built-in archiving solution. Customers must look to third party archiving solutions to obtain this functionality.
- Oracle Communications Unified Communications Suite cannot be deployed on Microsoft Windows environments.

THE RADICATI GROUP, INC.
<http://www.radicati.com>

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- **Instant Messaging**
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Instant Messaging Market, 2017-2021	Feb. 2017	\$3,000.00
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Corporate Web Security Market, 2016-2020	May 2016	\$3,000.00
US Email Statistics Report, 2016-2020	Mar. 2016	\$3,000.00

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Title	To Be Released	Price*
Email Market, 2017-2021	Jun. 2017	\$3,000.00
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