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ZIMBRA PACKAGED SERVICES

HEALTH CHECK

Your Path to Optimized Email Infrastructure

Take the proactive step today. Improve reliability, reduce risk, and prepare your Zimbra Collaboration environment for the future.

Why You Should Get a Health Check

Your Zimbra environment is mission-critical—keeping it running smoothly is essential. Over time, performance issues, misconfigurations, and scaling limitations can go unnoticed until they disrupt service. A proactive Health Check identifies and resolves these issues before they impact users or operations.

TOP REASONS TO GET A HEALTH CHECK:

- Detect configuration and architectural weaknesses early
- Improve performance and resource utilization
- Validate readiness for scaling and future growth
- Align with Zimbra's latest best practices and security standards
- Avoid unnecessary infrastructure upgrades

Key Value Proposition

The Zimbra Health Check is a comprehensive diagnostic and advisory service that helps you:

- Uncover performance bottlenecks and misconfigurations
- Optimize your environment without additional hardware
- Receive a detailed health report with clear, actionable recommendations - Improve service reliability and end-user experience
- Safeguard data through validated redundancy and backup systems

Delivered by Zimbra experts at Synacor, this fixed-price service provides critical technical insight to maintain a robust and scalable messaging platform.

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What Does It Cover

The service thoroughly evaluates your Zimbra deployment across the following areas:

FOCUS AREA	WHAT'S REVIEWED
Architecture & Roles	Server roles, sizing, redundancy, load balancing
System Configuration	Localconfig, global settings, LDAP, threading, mailbox tuning
Resource Utilization	CPU, memory, disk I/O usage, especially during peak load
Mail Protocol Usage	IMAP, POP, SMTP performance and client connection health
Logs & Diagnostics	Anomalies, errors, performance irregularities from logs and statistical data
Storage & Database	Mailbox sizes, MySQL/MariaDB tuning, storage performance
Security & Redundancy	Backup status, LDAP replication, failover mechanisms

What to Expect

1. **Initial Engagement**
   - Kickoff coordination and access setup via the Zimbra Support Portal.
2. **Customer Data Collection**
   - You'll run a provided script (zcsdatapull.sh) and gather logs and stats from each server.
   - Instructions and support are provided in a clear, step-by-step format.
3. **Expert Analysis**
   - Synacor experts analyze all submitted data using Zimbra tools and benchmarks.
4. **Comprehensive Report**
   - Delivered with key findings, recommended actions, and an overall system health summary.
5. **Follow-up Support**
   - Option for clarification and discussion of recommendations through support channels.

How to Get It

ELIGIBILITY

Available to customers with a valid Zimbra Support license

Download our Zimbra Health Check Sample Report

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