

How Collabora serves Customers & Community

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*“Stand at the crossroads and look; ask for the
ancient paths, ask where the good way is,
and walk in it, and you will find rest for your
souls...” - Jeremiah 6:16*

Overview

- Why Collabora ?
- Tactics for realising our Mission
- Doing more for LibreOffice
- Delighting Customers:
 - Consulting – fixing hard problems
 - Products – making things easy
- Conclusions

About Collabora

- UK based SME
 - ~80 employees, 8 years in business
 - Leading Open Source Consultancy
 - 9x of top 20x LibreOffice committers
 - 12 Certified LibreOffice Developers

Andras Timar

Markus Mohrhard

Michael Meeks

Andrzej Hunt

Matus Kukan

Miklos Vajna

Jan Holesovsky

Tomaz Vajngerl

Lubos Lunak

Kohei Yoshida

Tor Lillqvistan

Tamas Zolnai



Mission:

*Make Open Source the de-
facto standard in the
industry*

Some other takes:

*Make Open Source the de-facto standard in the industry by helping our **customers succeed** with adopting Open Source through partnering with Collabora to access the best Open Source skills, methodology and technology.*

Or more prosaically:

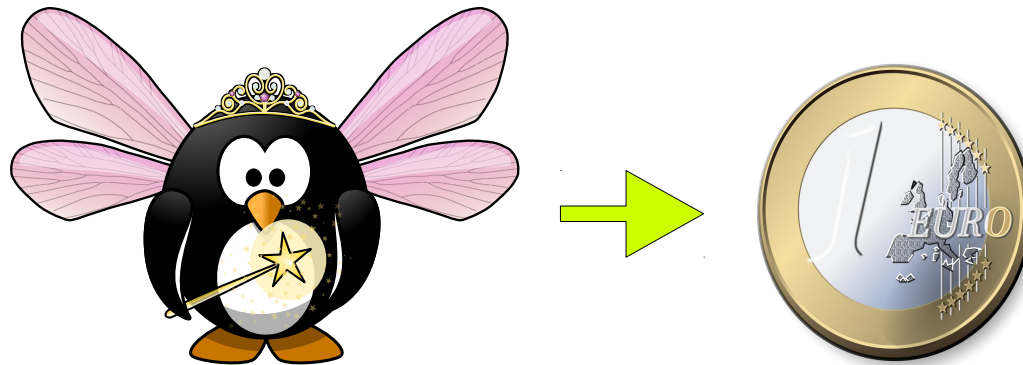
“Make LibreOffice the dominant productivity suite on all platforms”

That mission makes our shareholders happy
cf. other more fiscally focused shareholders

Not Dominant yet:
So how can we get there ?

A startling and crucial realisation

TINMF: There Is No Money Fairy (*for us*)



Some employees / customers never grasp this.

- Someone else's problem ...
- **Every** Euro we spend: hiring developers, sponsoring conferences, evangelising & marketing LibreOffice
 - Comes from satisfying a **customer**

Customer is King

- We dedicate 10+% of our team to new customers
 - 1.5 full time bodies.
- We add Marketing spend on top of that:
 - Trying to reach people with the message of LibreOffice goodness ...
- Spend hours: conference-calls, E-mail, in-person
 - Pitching the benefits, savings and opportunities around LibreOffice to dozens of potential new **Customers**
 - Listening to **Customer** problems, and explaining workarounds / how they can be fixed.
- We appreciate help & ideas ...

What we do for Customers: Consulting & Product

Consulting

- New customer arrives with a problem
- We design, estimate, and give a price, iterate with customer.
- Customer likes the price & signs a Statement Of Work (SOW)
- We execute, implementing the feature, testing it, and deliver a solution.
- Customer pays: simple !

Consulting Examples

Performance

“Make LibreOffice load large XLSX sheets faster than Excel” → go ...

Many days of profiling, designing, threading, optimising later:

For 8x sheets with 100k rows:

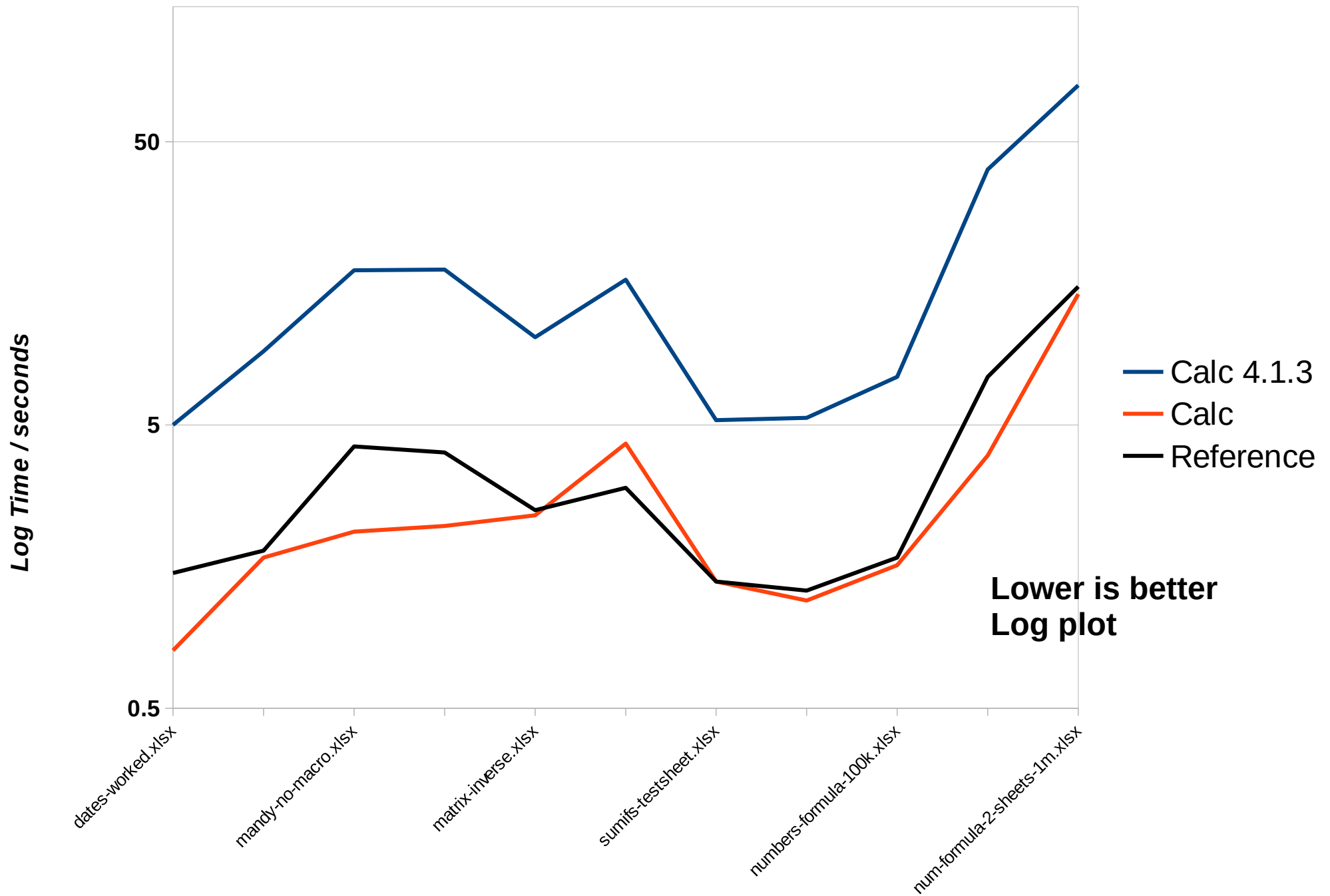
Before: **40** seconds (4.1.3)

After: **4** seconds (4.2.x)

Reference: **7** seconds **Delivered.**

cf. talk by Matus & myself on this.

Wall-clock time to load set of large XLSX spreadsheets: 8 thread Intel machine



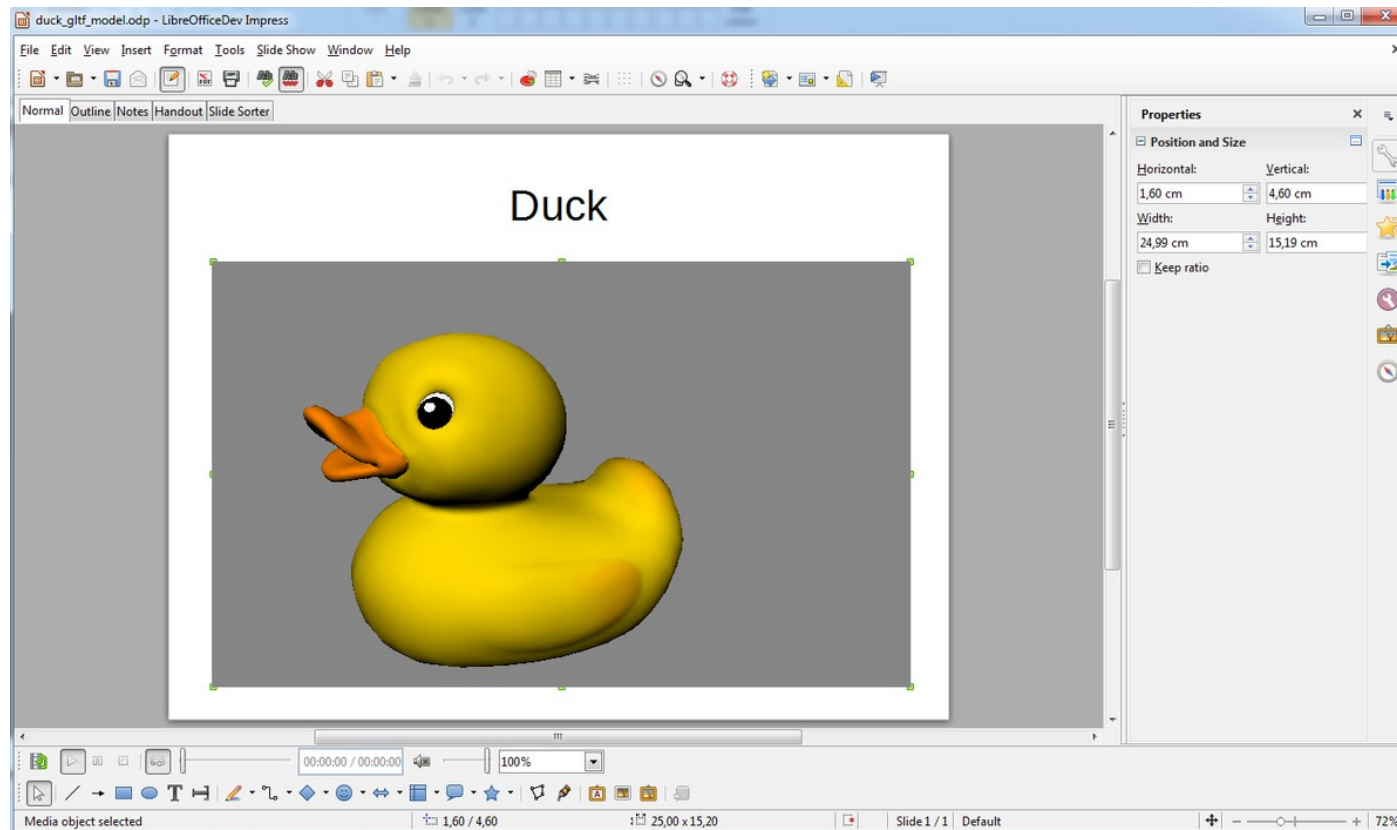
Hardware Enablement

“Make large spreadsheets calculate using OpenCL on the GPU”

- Largest re-factor of Calc internals ever.
 - Collabora designed & lead a team of dozens of engineers across companies to achieve this.
 - Significant calc unit test creation drive
- Result:
 - **30x** → **500x** speedup for large sheets.

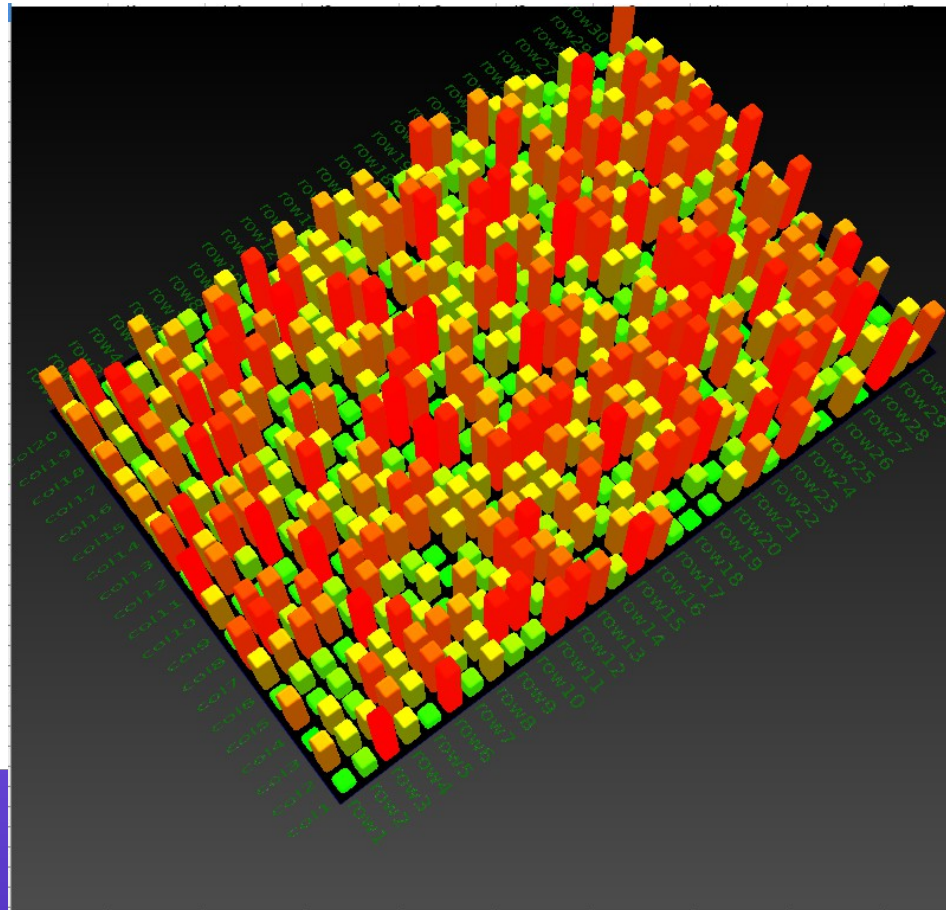
Use new Standards

- *“Import, render, allow walk-through of Khronos' Collada files”*



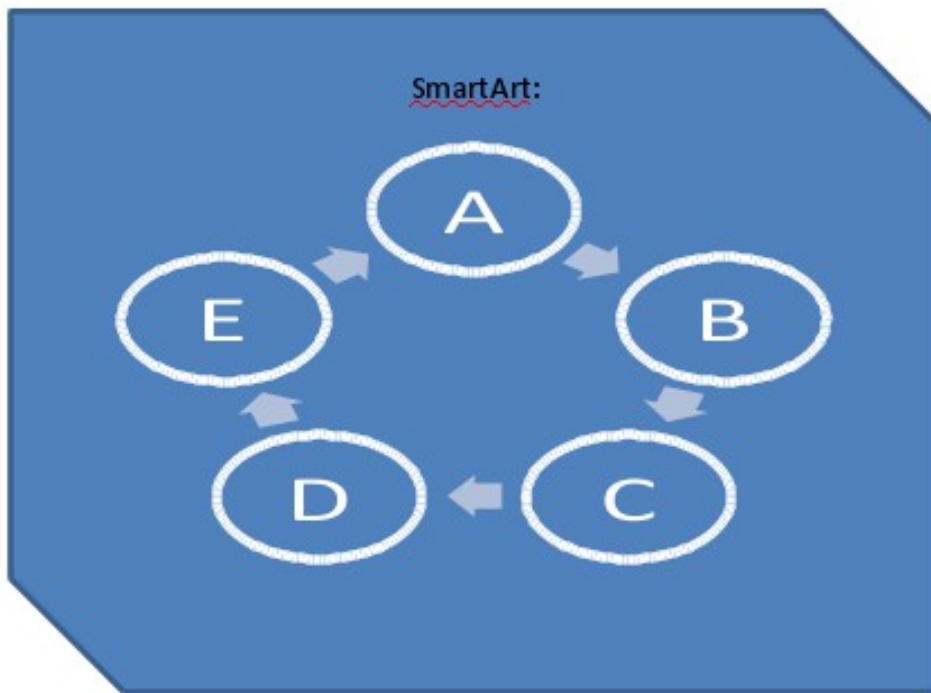
3D charting ...

- *“We want to stream data through calc and get high FPS, attractive 3D chart rendering”.*

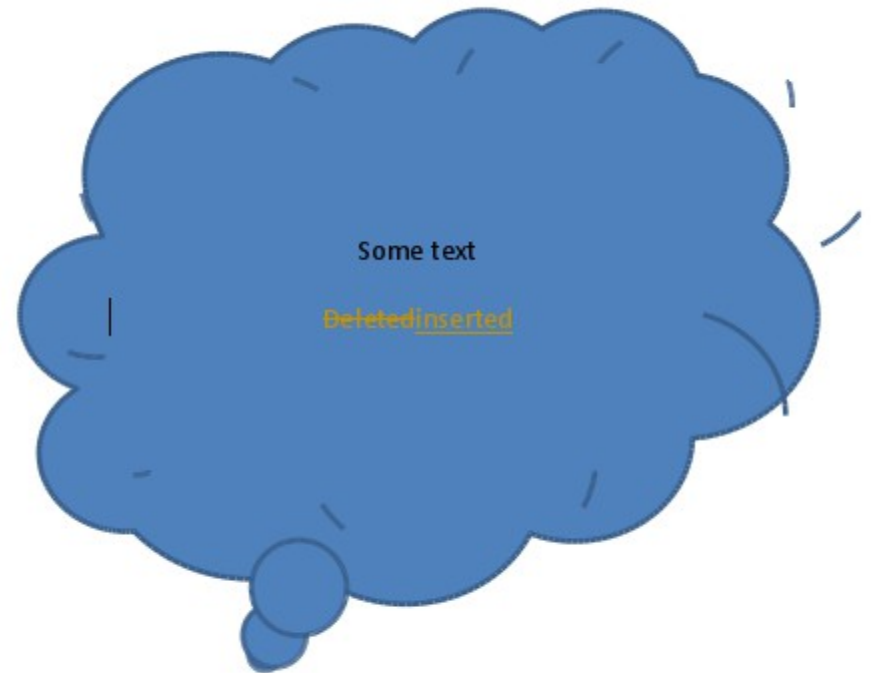


Writer / Text box shapes

“Fix Text Boxes !” - thanks to [CloudOn](#)



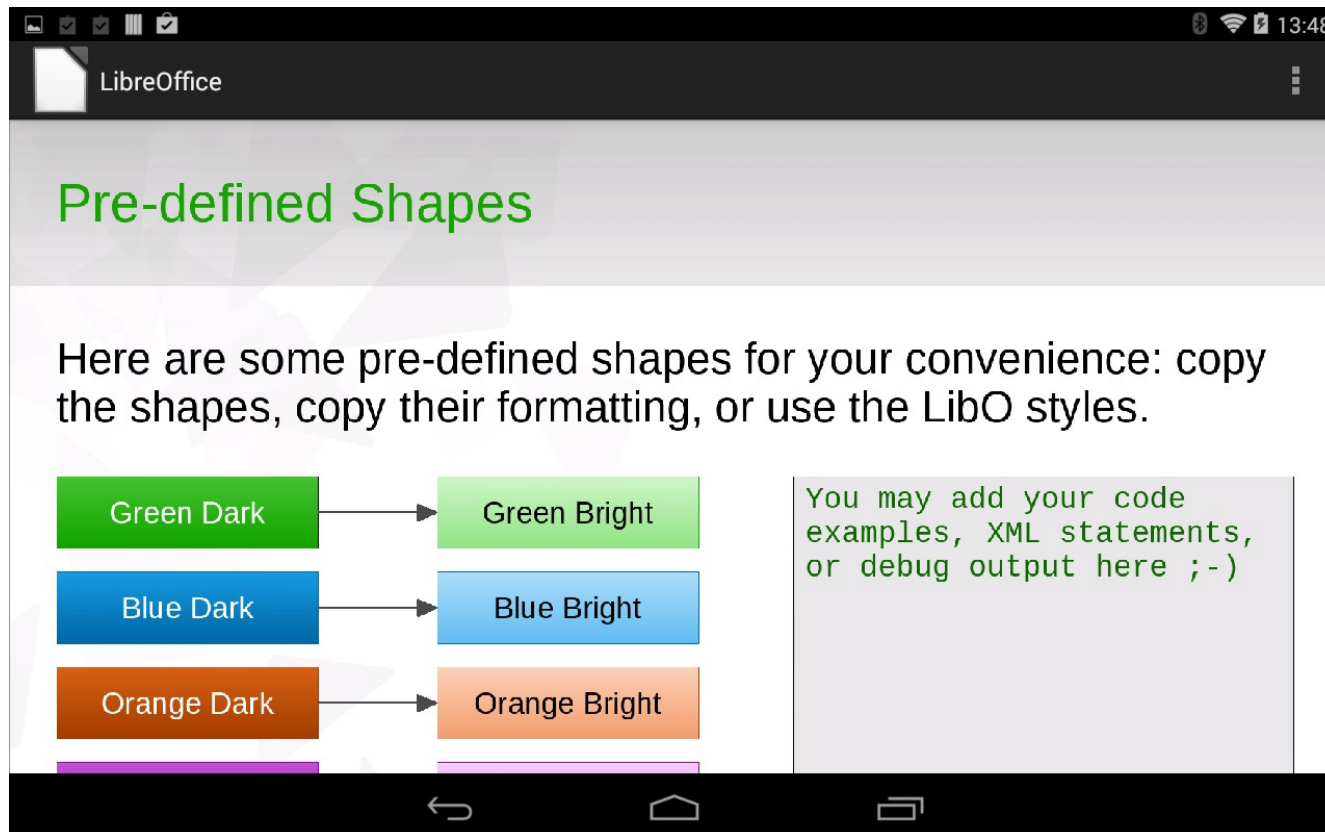
Embedded smart-art
object inside custom-shape



Red-lining in custom shape
text-boxes.

Other platforms: Android

“Create a LibreOffice / Android viewer”
- thanks to **Smoose**



Measuring your PC ...

- PC work performance is measured with *LibreOffice* since PC Mark 8.2



Product ...

WINDOWS, LINUX AND OS X

Deploy LibreOffice across
all your environments.



Maintenance & Support

- LibreOffice from Collabora
 - Three years of security maintenance & support from release
 - pick your favorite version
 - Includes cumulative customer's fixes
 - MSP patches for easy deployment
- Volume price per seat:
 - **€0.21 / user / month = €2.50 / user / year**
 - €4 / user / year in smaller volumes
- Level 3 bug fixing / entitlements
 - Any bug of your choice: **€3350 / bug entitlement** in 10's
 - Insurance-like: no-claims discount for un-used entitlements
 - Average pricing: confidence in a fix, we do all fixing.

LibreOffice / Branding ...

- Complement & build LibreOffice brand.
 - LibreOffice can come 'from' many people.
 - TDF licensed TM
 - Others encouraged.
 - GNU/Linux anyone:

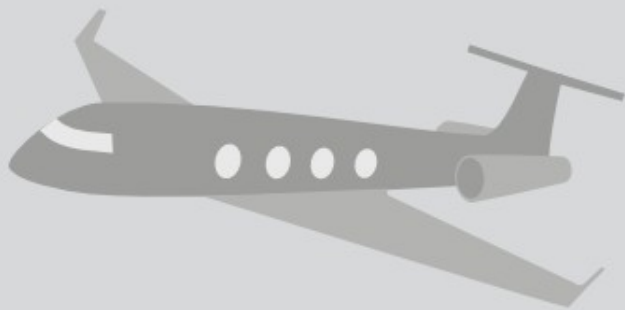


Open & Reasonable

- LibreOffice from Collabora
 - A series of git branches in public git
 - All source is available, nothing is closed.
 - All bug fixes contributed back.
 - But: proprietary licensed **binaries**
 - Avoids the “*we'll buy only 1 copy*” issue
 - As experienced in the past.
- Normal / stock EULA for customers

Reaching Customers: Partners

- We strongly prefer to sell via partners
- Our solution is a component: add L1/L2 support, Migration, Training.



Commercial support in

21
countries

*Enabling LibreOffice
deployments worldwide.*

Partners beyond Europe

Apertura	New Zealand
EDX Info.	Brazil
Excellence Del.	Pakistan
Freesystems	Saudi Arabia
Meerkat	Uruguay
VNC Dev.	India



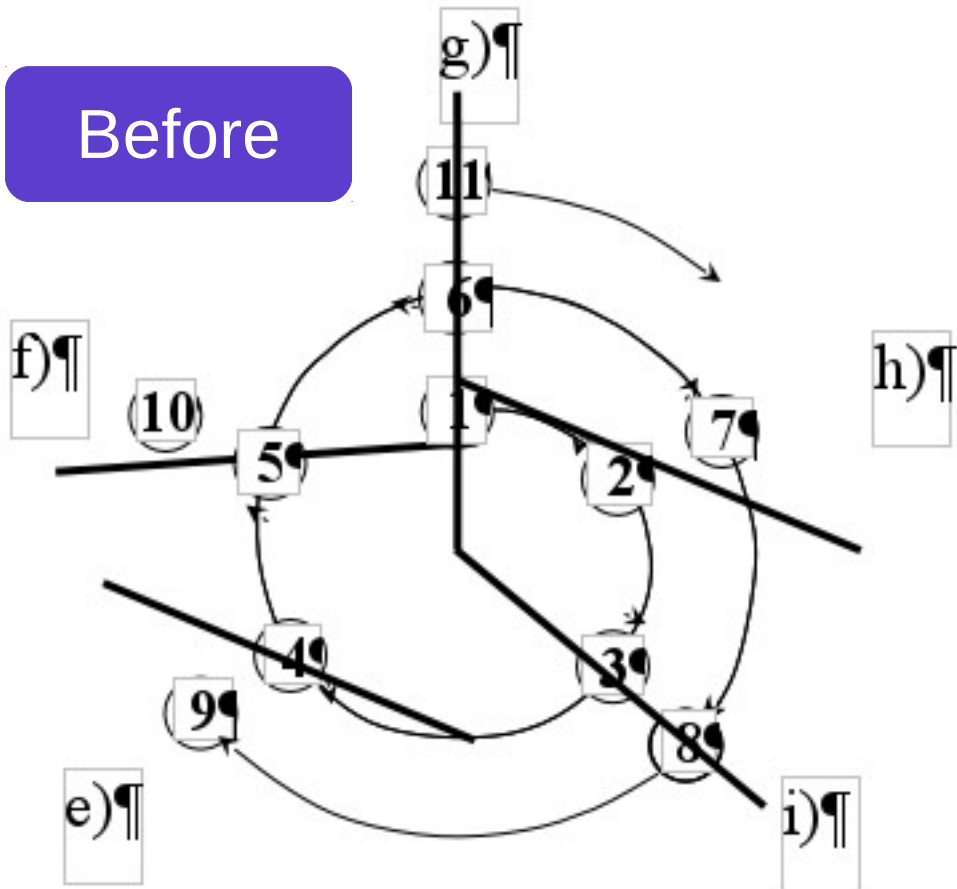
Partners in Europe

Axeli	Morocco
AdfinisSyGp	Switzerland
BTR	Belgium
Emergya	Spain
Intepro	Bulgaria
Itomig	Germany
Nou & Off	Netherlands
Open Canarias	Gran
Canaria	
Özgür Yazılım	Turkey
Seravo	Finland
Sophie Gautier	France
Studio Storti	Italy
Technopolis	Greece
VNC	Germany

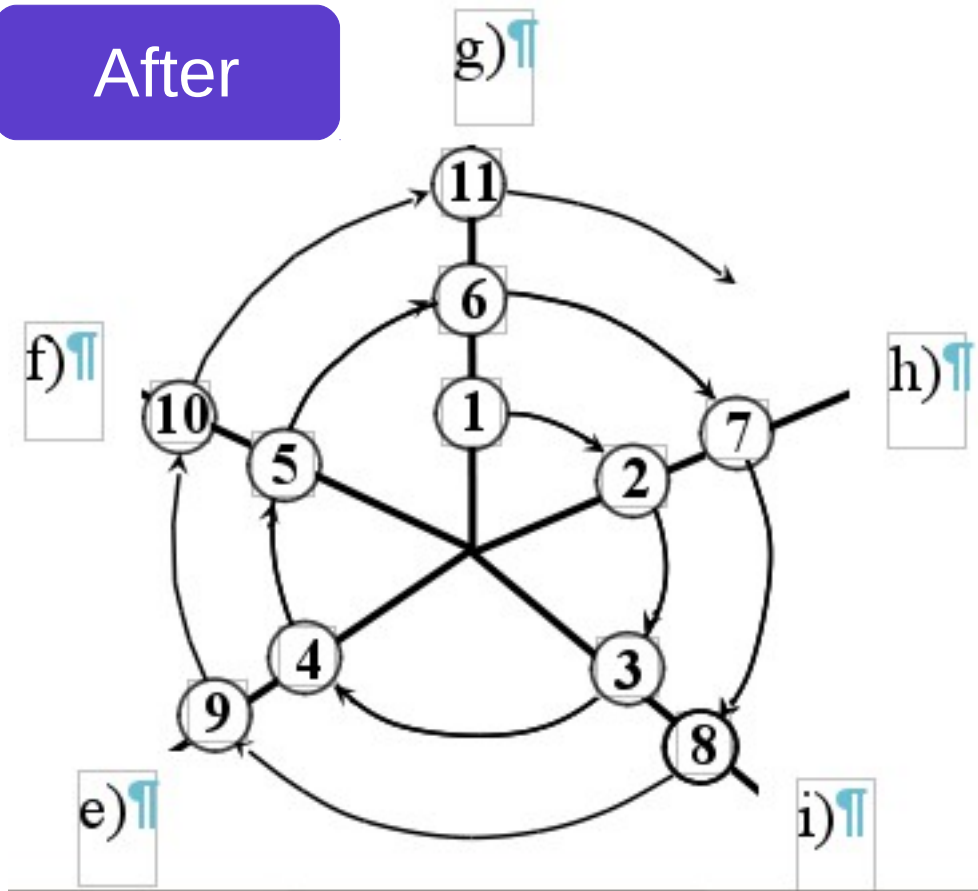


Level 3 bug example:

Before



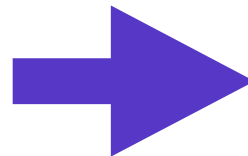
After



Lots of Interoperability fixing:

Old Word95 drawing objects
in RTF
Import of this subset
was developed from scratch

Before (empty page)



After

11 St' Menachem Begin HRG Lachish Tours LTD
Ramat Gan
Israel
972-3-6339999
972-3-6296355

510817018 מסך מורטם

To:	Mr. KAPLANLIOR	Co. Vat#:	510817018	LATA No.	37-2078-4
Address:				Issue date:	24-Oct-11
					33768
				Start date:	27-Sep-11
				Due date:	24-Oct-11

ORIGINAL

Invoice 60027

For: Mr. KAPLANLIOR

Service	Description	Amount	Tax	Cur
<input checked="" type="checkbox"/> Flight	Dep: 27-Sep-11 17:00 TEL AVIV - BGN APT EL AL 258 Y Arr: 27-Sep-11 PARIS - C DE GAULLE	625.00	111.25	USD
<input checked="" type="checkbox"/> Flight	Dep: 16-Oct-11 00:20 PARIS - C DE GAULLE EL AL 258 Y Arr: 16-Oct-11 TEL AVIV - BGN APT	0.00	0.00	USD
Total:		625.00	111.25	USD

Remarks:

Tax:	111.25
TOTAL:	736.25 USD

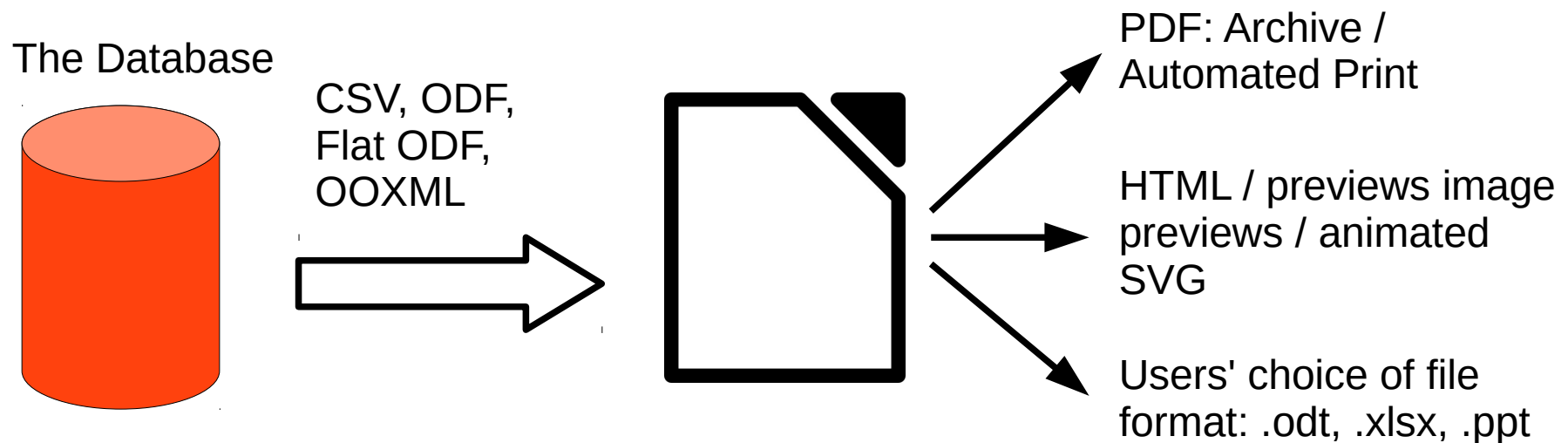
ETII

Issued using 'Gilboa for Windows'

page 1

Hybrid Support Examples

- Paper generation / file format provision / Web document provision / On-line previews.



Magic format conversion toolkit
for the web. With support.

Product style Contributions

Quality: Unit Tests ...

- Stopping regressions escaping into customer's deployments
- 550 test commits since 4.1

40%

of those added by Collabora

1,390

Automatic tests added per year

Quality: Document load/save/validate tests...

Systematic document conversion
testing

Maintained by Collabora Engineers.



55k

Complex documents
tested for each release

Quality: Performance Testing

- Profiling tinderbox publishing data
 - Thanks to Matus Kukan
- 40+ profiles built for first-start, startup, load, save of various key file types.
- Caught significant performance regressions before 4.3 – now fixed.

Conclusions

- Mission: Make LibreOffice Rock
- All paid for by our Customers
 - Many thanks to our great customers, many wish to be anonymous but thanks to: **AMD, CloudOn, Smoose, SUSE & more ...**
- All executed by our staff
 - Thanks to the awesome team there; 9/20 etc.
- All executed alongside the community
 - Without you, it couldn't be done & it wouldn't be fun.
- Our pleasure to sponsor the LibreOffice conference

Oh, that my words were recorded, that they were written on a scroll, that they were inscribed with an iron tool on lead, or engraved in rock for ever! I know that my Redeemer lives, and that in the end he will stand upon the earth. And though this body has been destroyed yet in my flesh I will see God, I myself will see him, with my own eyes - I and not another. How my heart yearns within me. - Job 19: 23-27