LibreOffice and Collabora

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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
Mission:
Make Open Source the de-facto standard in the industry

The easy to understand goal of the shareholders
How to fulfill our mission?

- We have to fund it somehow:
- TINMF: There Is No Money Fairy *(for us)*

Some employees / customers / community never grasp this.
- Important: reality has a habit of biting ...
- **Every** Euro we spend: hiring developers, **sponsoring conferences**, evangelising & marketing LibreOffice
- Comes from **satisfying** a **customer**
Customer is King

- Heavy duty marketing analytics:
  - lead generation, Mautic
- Trying to reach people with a message of supported FLOSS goodness ...  
- Sales team spend hours:
  - conference-calls, E-mail, in-person
  - Pitching the benefits, savings and opportunities around LibreOffice to dozens of potential new Customers
    - Investing in pilots, flying to odd places.
  - Listening to Customer problems, and explaining how they can be fixed.
- Avarice Watch: focused on LibreOffice:
  - Money gets turned into Contribution.
Consulting Examples
(from the last year)
3D / Impress Transitions
TSCP: Document Classification

- Working with Nou&Off & Dutch Military
- Signing improvements
VCL / OpenGL Acceleration ...

- Lots of polish, speed improvement etc.

Combining shaders
Queueing and batching of work
Text rendering re-work
CRC acceleration
Sanity checking before use.
• New meta-file format
• Allowing PDF preservation & scope for improved future rendering (& cropping)

Pseudoscience

Obviously, there are a lot of others who disagree. The web is full of people who are out there mightily striving towards developing perpetual motion machines, building "overunity" generators, running cars on water, abducting themselves to Aderon, traveling or communicating faster than light, performing miracles with magnets, expressing psychic powers, or extracting "zero point energy".

I quite strongly believe that these pseudoscience subjects certainly do serve as useful adjuncts to porcine whole body cleanliness. But otherwise are total hogwash.

The usual causes of pseudoscience fantasies include...

• labwork so mesmerizingly awful that it is not even wrong. This one gets them nearly every time.
• not having even the faintest clue as to what a true scientific experiment, correct measurement, decent documentation, and realistic interpretation is.
RTF bug-fixing ...

- 30+ bug fixes in the last year
- Important for Governments, Italy etc.
  
  eg. tdf#59699 RTF import: handle INCLUDEPICTURE field

Before / bad

After / good
Products: Collabora Online ...
Collabora Online

Collabora Office

Embedded editable chart

Charts imported from spreadsheet applications remain connected to their original data set and can be easily updated. Settings such as labels, colours, and layout are configurable from within the document in which the chart is embedded.

Advanced graphics support
Why online?

- On-premise – control of your data
- On-premise – control of your CPU & network

Bonus features

- A reduced feature-set sphere – can win.
  - light editing use-cases to match competition
- Document Formats – less relevant:
  - “in the cloud”
- Server / Certification / Revenue model ...
Partners – will distribute Collabora Online integrated with their products
Products: Collabora Online … Next …
ownCloud / Nextcloud plugin

View and restore previous versions:
Next: Collaborative Editing

• Lots of fun new interactions under development:

“LibreOffice is the world’s premier Open Source office suite. Collabora is proud to be part of the LibreOffice community, and to build our supported product targeted at the enterprise on top of the freely available LibreOffice code.”

— Michael Meeks, Vice PresidentC

Someone Else has joined

3 users
Editing / Undo collisions etc.

Repair Document: conventional undo/redo simply solves editing conflicts.
Collabora Online & LibreOffice
Encouraging more contribution

- All code open & at TDF ...
- Can be hard to setup & work on:
  - C++, Javascript, <DMS>
- Plans:
  - LibreOffice 5.3 – first stable online (source) release
  - Coming soon from Collabora @ TDF
    - De-branded / Docker containers suitable for home use of latest master
    - Nightly builds for translators
- Collabora Online accounts for all TDF interested
  - Not hosting your DVD collection though ...
Products: PC
Collabora Office ...
Maintenance & Support

- Collabora Office
  - Three years support term from six-monthly release
- GovOffice
  - Five year support term from annual release
- Benefits:
  - security maintenance & support
  - pick your favorite version
  - Includes cumulative customer fixes
  - MSP patches & ADMX lock-down for easy Windows deployment
- Volume price per seat: 1000 seats:
  - €0.96 / user / month
    - €1.42 / user / month at 50 seats.
- Users can file low priority support tickets...
Code Fix support

• Level 3 bug-fixing
  • User defined severity / priority
  • SLA for bug-fixing
  • Problem Temporary Fix (PTF) builds.

• **Fixed price** Entitlements:
  • Easy to budget for
  • **€11,000 for 1x high, 3 medium bugs.**
  • **€30,000 for 3x high, 6 medium bugs.**
  • We fix any bug – for a flat cost.
    - *open to end-customers, for whom we are their sole LibreOffice supplier.*
Code Fix support #2

• Dedicated Engineers
  • Time & Materials equivalent ...
  • We provide a hybrid engineer:
    – Comprised of engineers with deep skills across the board.
    – There is no-one person - in the world with very deep writer + calc + impress + filter skills.
  • Easy to buy 10, 1, \(1/2\), \(1/4\) ...

• Easy to budget & buy ...
Reaching Customers: Partners

- We strongly prefer to sell via partners
- They provide Training, Migration, L1/L2 support, in your native language

+20 from last year; seen here so far:
Studio Storti, Nou & Off iCraft, EDX Info, Yacme
What can support look like?
Large US Company ...

- Processing printing all their 10k+ invoices per day - XLSX → PDF using LibreOffice
  - Invoices subsequently OCR’d etc.
- Running on an <anonymous> Enterprise Linux Distro ...
- Upgrading versions → rendering – different: found just before deployment ...
- Phone, conf-call, Remote webex debugging, E-mail, analysis, fix → closed?
  - Not a Collabora Office problem – underlying OS.
Level 3 bug example:

Before

After
• Beautiful solution on Linux:
  • LibreOffice + Java + Javascript in Firefox
    – Worked well.
• Strategy Change:
  • Windows – Terminal Server
  • Fails under heavy load – random race condition
• A Collaboran flies to site, sits in the office, bootstrap building, debugs on Windows, bisects, 150Mb of IPC logging, scripts for analysis, UNO + threading horrors
  • build new binaries → done.
• Branch Offices return to LibreOffice happiness.
Quality: Unit Tests ...

- Stopping regressions escaping into customer's deployments
- Auto-testing where no-one has tested before.

36% of those added by Collabora

1,872 Unit test commits last year
Three Years of Collabora Productivity
Some stats on our contribution

- 18,000 commits – 25% of last 12 months.
- 15 commits per day – sustained
- 1780 bug referencing commits
- Commits from 23 @collaborans in last 12 months

a privilege to work together with such great guys:

Miklos Vajna       Tor Lillqvist       Ashod Nakashian       Pranav Kant
Jan Holesovsky    Andras Timar       Henry Castro          Michael Meeks
Mihai Varga       Tomaž Vajngerl     Marco Cecchetti       Emmanuel Gil Peyrot
Mike Kaganski     Olivier Hallot     László Németh          Andrzej Hunt
Ozcan Esen         Markus Mohrhard    Faruk Uzun              Chris Sherlock
Tamás Zolnai       Lubosz Sarnecki    Lenny Horstink
Commits by Affiliation

From 5.0 to 5.2

Top contributors

- **Red Hat**: 7,483
- **Collabora**: 5,482
- **Volunteers**: 5,563

Hopeful that this will continue to improve diversity-wise:
That we will do more, but it will be a smaller proportion.
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, Dutch Military, IceWarp, SUSE & many more ...
  • If you're a Collabora Customer – you're changing the world for the better
• Thanks to our partners who sell !
• All executed by our staff
  • Thanks to the awesome team.
• 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