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Requirements for the successful usage of LibreOffice in different industries

- similarities and differences -

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Milano, 26th of September 2013, 2 p.m., Sala Lauree

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DISCLAIMER:

This presentation is not a technical study but rather an attempt to answer the question:

'What is required from free office suites to implement migrations in different businesses successfully?'

(with an objective of growing the market for LibO)

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Who or what is F-O-X?

F-O-X is the abbreviation for **F**ree **O**ffice e**X**perts

F-O-X is an expert topics platform for users and providers founded early 2013. It deals with all aspects of free office suites.

Besides our own **F-O-X** blocks they offer support for users and suppliers in increasing market transparency and fostering the exchange of information between product manufacturers, users, and community service.

For more information (in German), see: www.f-o-x.biz **(& .ch)**

Example 1: State Capital Munich

- Business: (local) Governance in Bavaria

- Clients: Aprox. 14,000; first: Windows, later: Linux Clients

- Status of migration: finished (OOo, LibO)

- F-O-X: Early consulting services for architecture & migration processes, migration of thousands of files, macro migration

- Our lessons learned in this specific business:

    - Significant role of specific (both: huge or small) software vendors in public administration (interfaces) like SAP or KindergartenSup

    - Interoperability because of a mixed world during migration

    - OOo didn't fulfill the requirements for automatical template creation in different departments (WollMux)

    - Internal marketing & information events about the product are mission critical

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Example 2: Bistum Aachen & IHK B. (NGOs)

- Business: Non Governmental Organisation
  (church administration / chamber of commerce)

- Clients: a) Bistum: 1600 on Win   b) IHK: 800

- Status: a) Bistum: In role out   b) Decision: NO after TCO

- Lessons learned

  - a) Bistum:

    - Interoperability with MS Office products regarding file format and macros
    - Optimizing internal / external communication
    - Defining workarounds in heterogeneous system landscapes and office products

  - b) IHK:

    - Not all software vendors are ready to support free office suites
    - Special requirements for printing „official certificate" with a seal (layout is legitimated by law and verified in M$ Word)

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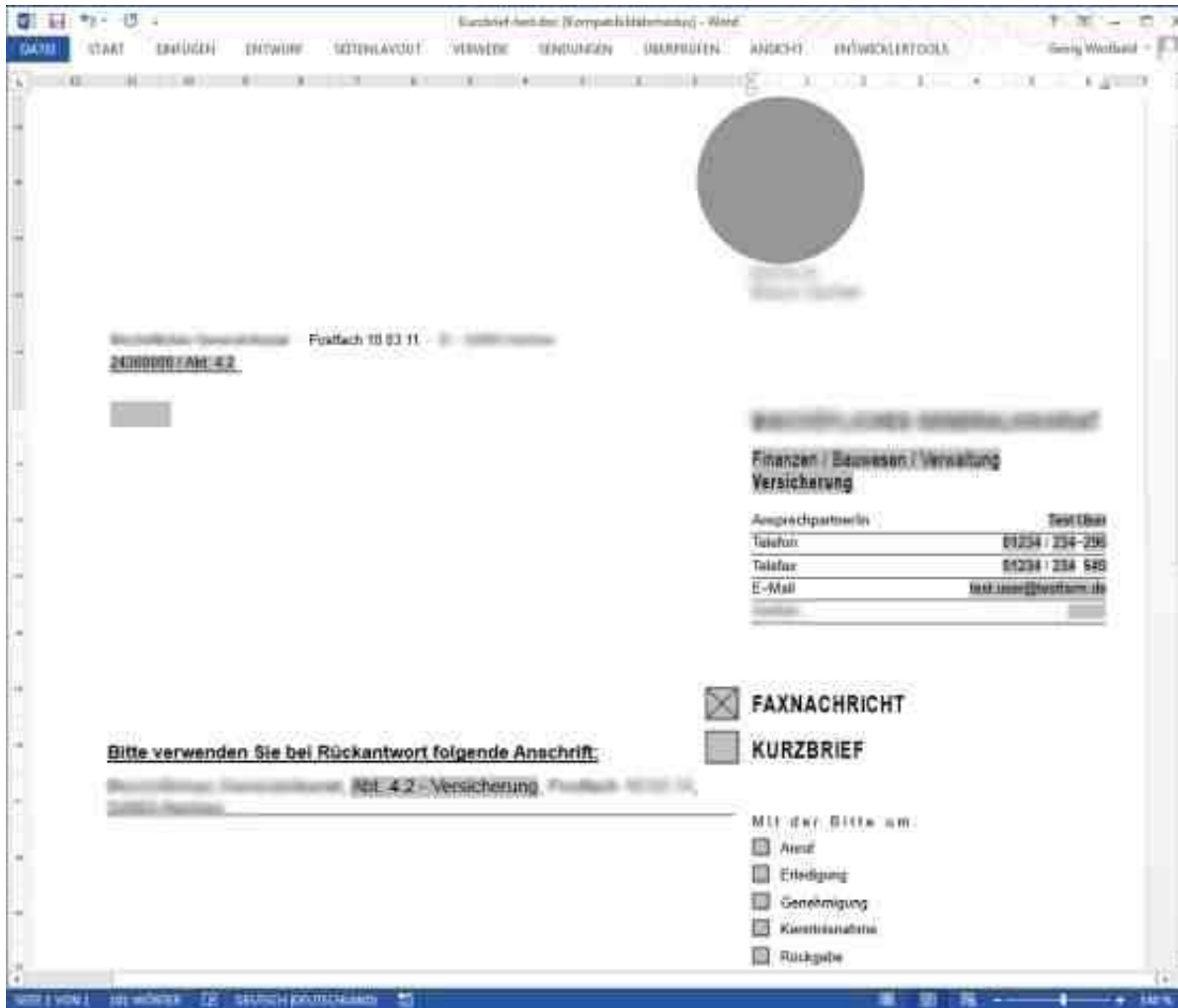
Example Document

Original document in MSO fomat (*.doc)

- · 1 page with check boxes and other controls

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Example Document

Document after import in LibO
- · 3 pages, check boxes and other controls split over the pages

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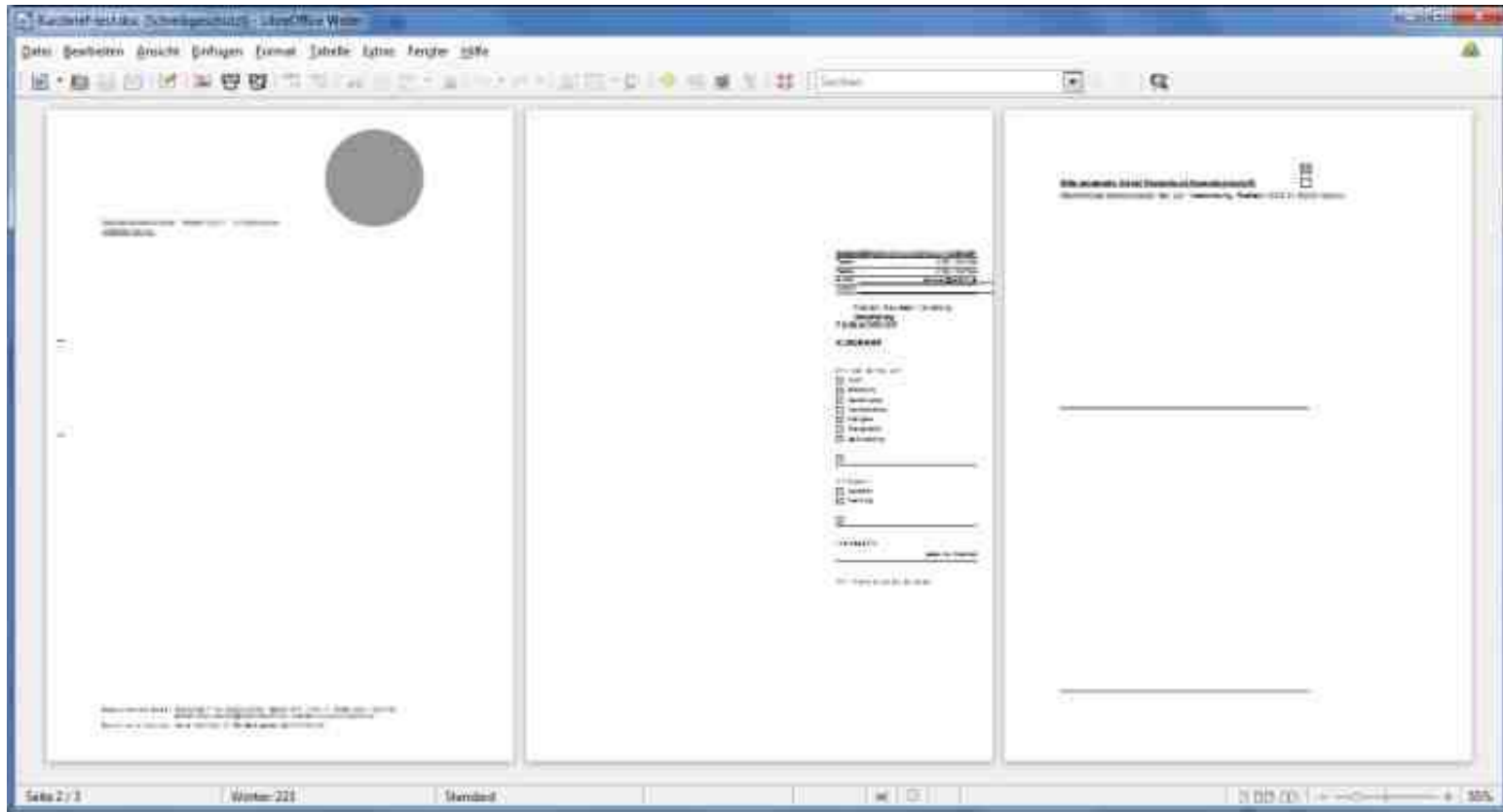
Example Document

Microsoft Office

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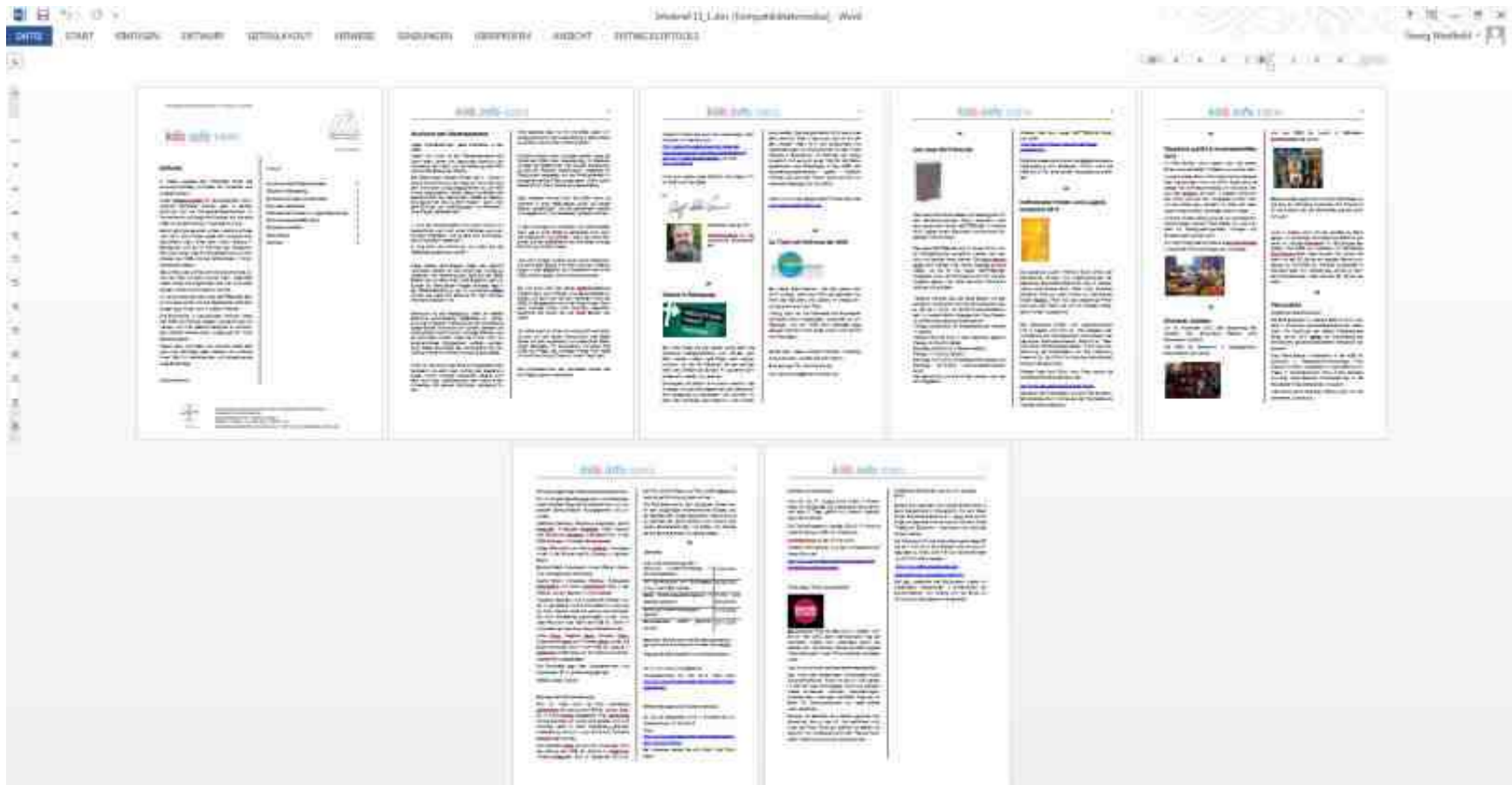
Example Document

LibreOffice

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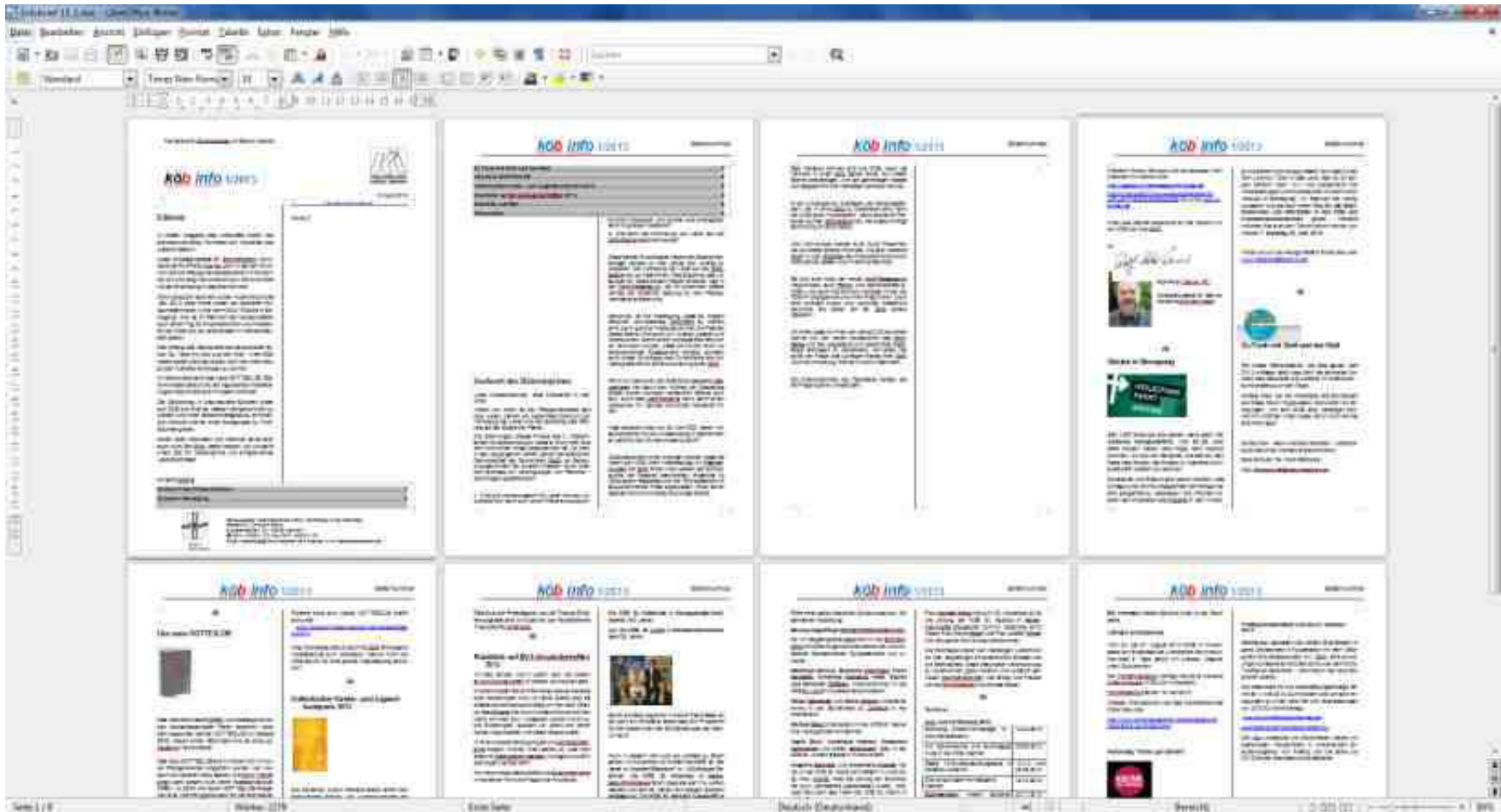
Example Document

Page view

Normal view

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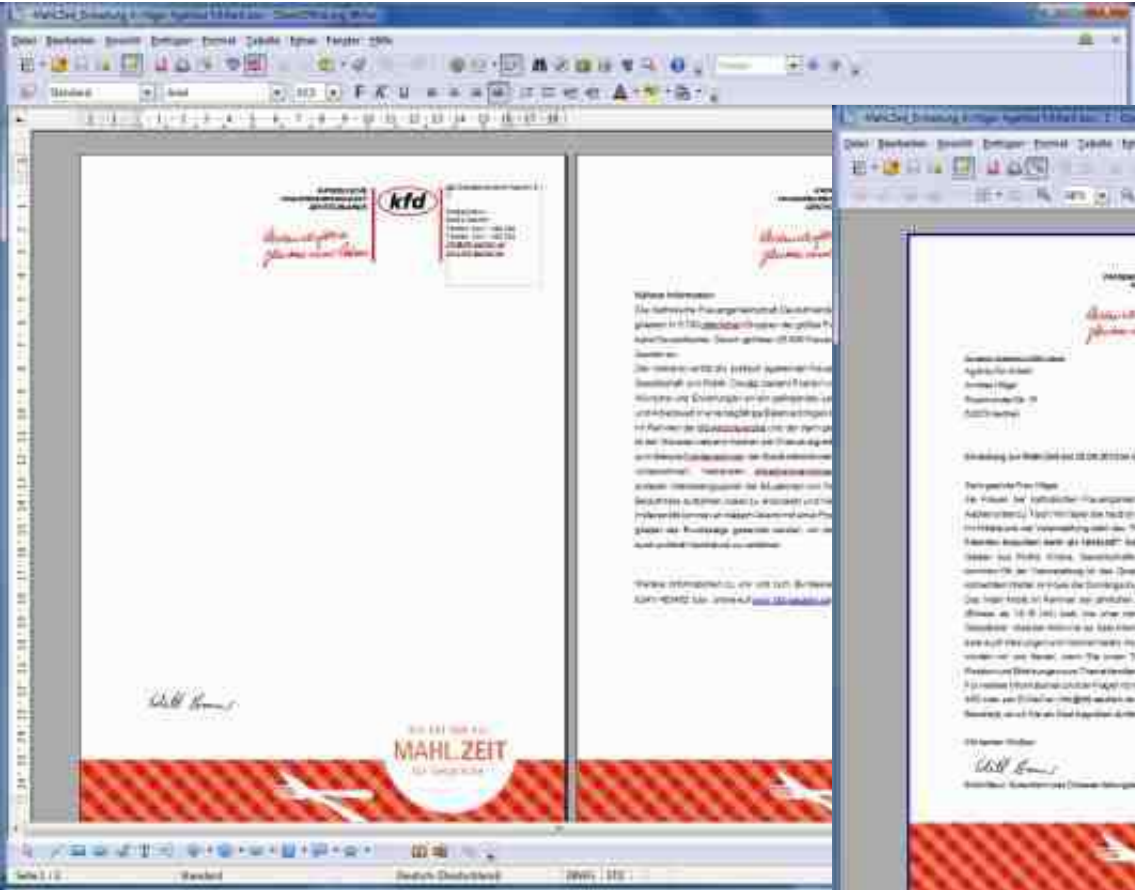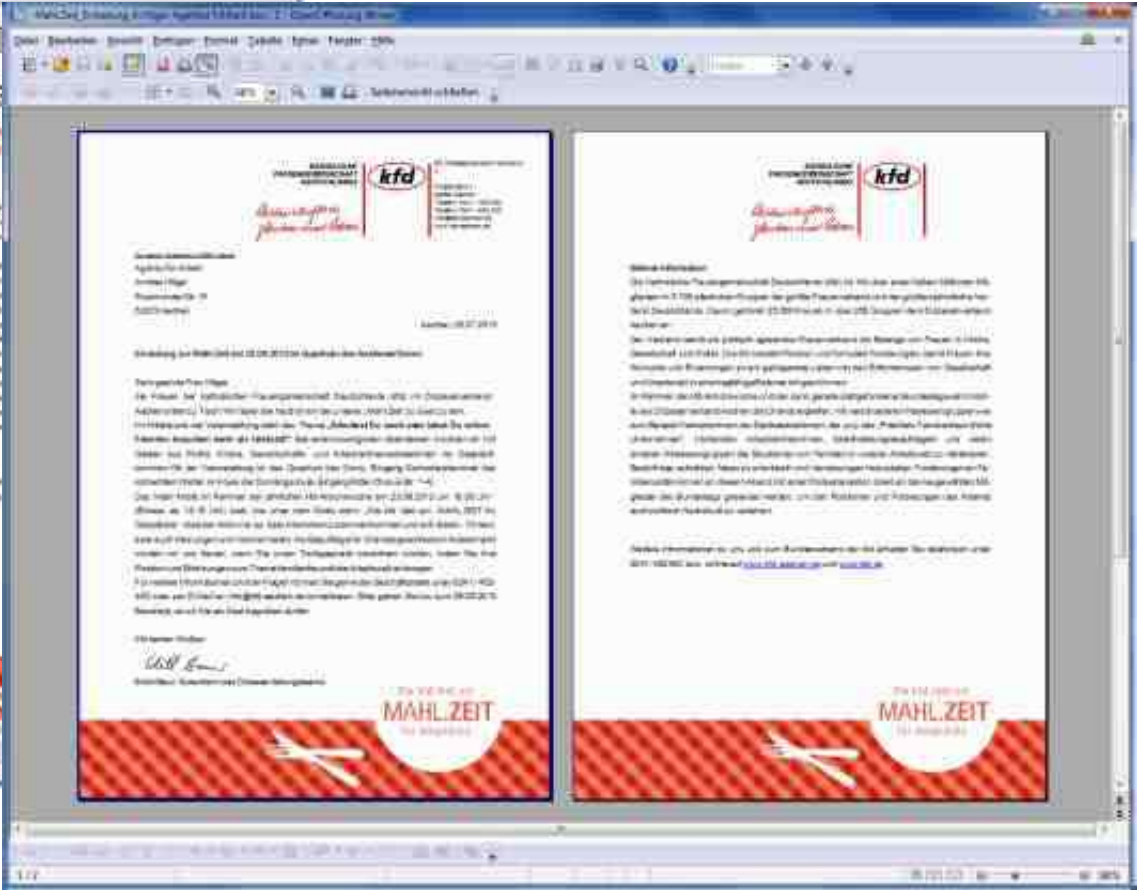
Example 3:
- German automotive supplier
- Laser/tools machine manufacturer

- Business: Machine manufacturer

- Clients: Heterogeneous Window clients, 10% of 250,000, 7500

- Status: Both after TCO: No, MSO preferred

- Lessons learned

  - Luck of eMail Client

  - Interoperability problems, automotive: customer defines file format

  - Complex desktop database solutions with several migration projects (interoperability of the database format)

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Example 4: Software vendors/integrators

- No migration for users but for programmers

- Special case of migration in their software: not covered here

-

- Examples: ...

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Example 5: Volksbank P., finance industries...

- Volksbank P.

- Clients: aprox. 700 Clients on Win

- Status: roled out many years ago (startet with OOo), it was trigger and consequence of a decision to free from the software and service provider for Voba's

- Lessons learned'

    - Large number of special makro programming for controlling purposes (e.g. makro in every installation for controlling changes in special files), was performance critical

    - Even with OOo too many release changes in short time (in the early stage) with the need of testing and rebuilding office solutions

    - High demand for know how building because a lot of users are power users (>30% of employess are working with desktop database or pivot functions or even UNO/API prog)

    - Finance industry is a very special business ;-) (you need definitly project management skills)

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Criteria of similarities: Which key factors are the same in each business

- Desktop Operating System: Most desktop OS is windows, mobile is coming up (windows and mobile versions)

- Need for information: In every business the first estimation of a migration is characterized by underestimation, in-depth analysis in the forehand is needed

- Interoperability: Key enabler for using the entire pool of former documents in the future or ensuring the stability of intensive co-editing processes with the rest of the world in MS format (critical bugs)

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Criteria of similarities: Which key factors are the same in each business

- Key User Integration during a migration: IT Dept. is not desktop-centric and do not know about the habits of using the office suite

- Optimizing communication within the organization – taking along all employees during the migration processes

- Workflow and communication management - many information fall by the wayside (Management by telephone)

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Criteria of similarities: Which key factors are the same in each business

- Lack of understanding of differences between LibO and AOO, the determining factor in the final decision of what will be chosen is interoperability

- No Big Bang is possible: Every customer in each business needs mixed environments (for a while)

- All customers need some remaining MS installations

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Criteria of similarities: Which key factors are the same in each business

- Lacking ODF support within proprietary software products of other vendors

- Missing skills on software vendor parties to implement ODF support

- Missing or uncompleted skills at help desk users

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Criterias of differences: What is different and important in which industry

- The two counter-pole in industries:

administration   vs   production
(governments, NGOs,finance ind.)   (machine manufacturer, logistics)

- Similarity of the user interface to MSO 2003
(helpful vs old-fashioned)

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Criterias of differences: What is different and important in which industry

- Readiness to invest in (Power-)User Training&Support for Office Suites

  "managed" users   vs   completely left alone users

  (from the completely covered & pampered user with onside trainings & video material & support hotline vs completely left alone users)

- The „Free Software" argument, TCO

  long term costs oriented   vs   short term savings

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Criterias of differences: What is different and important in which industry

– Degree of document-based Co-Edit processes with provider/customer

paper based document   file format document
exchange   vs   exchange

– Importance of API usage
(Most little vendors of specific software solutions for specific government tasks vs More use of own-designed (database & macro) systems)

– Willingness to work with a (open source) community
(no use or fears in using communities vs intensive use of support forums for free (!))

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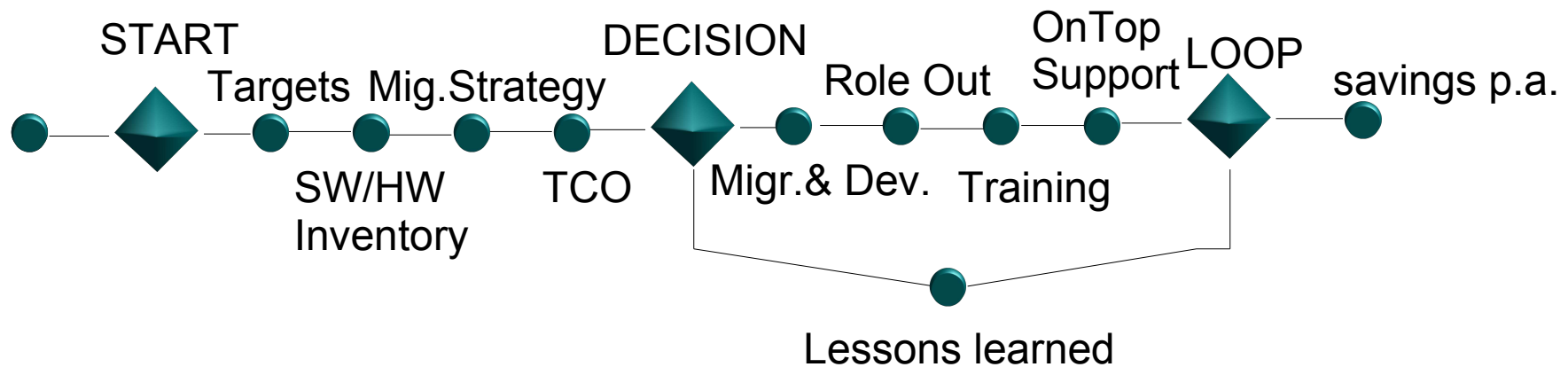powered by SCAI & .riess applications

Criteria of differences: What is different and important in which industry

- Importance of a substitution of the Outlook e-mail client
  („eMail? Who is "Emil"?" vs part of multiple channel communication)

- Need for real time collaboration feature sets
  (sequential via email vs MS Sharepoint integration)

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Handling these issues throughout the migration process needs a methodology

START   DECISION   OnTop
                                   Support   LOOP
    Targets Mig.Strategy   Role Out   savings p.a.

    SW/HW   TCO   Migr.& Dev. Training
    Inventory

                        Lessons learned

- – Need of a methodology: It's not just the path but its also the path

- – Most customers underestimate the complexity of an office suite migration with a new document format (even in M$)

- – Feasibility study for free offices is mandatory (risk management)

- – The Loop: no big bang is possible, in consequence: even the in house interoperability is mandatory

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Why do we fit with LibO more for administration than for manufacturers?

- What is needed from LibO/us for successful migrations in different businesses

  - (more work on) interop, interop, interop (there can't be enough)

  - (native speaking) (business) user-friendly communities (F-O-X)

  - Mobile clients, eMail-client and additional modules (or new bundles)

  - Module functionality is enough for most industries but the application interfaces are limited / not the same as M$ / old-fashioned and learn intensive

  - All efforts need to result in lower migration budgets for more short-term Return on Invests (less than three years)

  - What do you think is needed??

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