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 Lillqvistian  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**
• 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

Lower is better Log plot
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:
  • $30x \rightarrow 500x$ 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

Pre-defined Shapes

Here are some pre-defined shapes for your convenience: copy the shapes, copy their formatting, or use the LibO styles.

You may add your code examples, XML statements, or debug output here ;-)
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.

https://libreoffice-from-collabora.com
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:

![SUSE Linux Enterprise Server]
![red hat Linux]
![LibreOffice]
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
EDX Info.
Excellence Del.
Freesystems
Meerkat
VNC Dev.

New Zealand
Brazil
Pakistan
Saudi Arabia
Uruguay
India
Partners in Europe

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

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

The Database

CSV, ODF, Flat ODF, OOXML

PDF: Archive / Automated Print

HTML / previews image previews / animated SVG

Users' choice of file format: .odt, .xlsx, .ppt

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

1,390
Automatic tests added per year

40% of those added by Collabora
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