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 can we do that?

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

Some employees / customers 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

- We dedicate ~30% of our team to new customers
  - 4.5 full time bodies.
- We add Marketing spend on top of that:
  - Trying to reach people with a message of supported FLOSS 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 how they can be fixed.
What we do for our Customers ...
Turn money into stuff ...
Consulting Examples
(from the last year)
Performance:

- Profiling, analysis & hard work.
- FastSerializer – XML export
  - don't do millions of syscalls: add buffering
  - 12.6bn → 2.7bn pcycles : 30+% for XLSX
- Threaded ZIP export …
  - Avoid discard after Image re-compression: majority of writer ODT / XLSX export time.
  - Fix perennial image data loss at the same time.
- JPEG-turbo – 2x → 5x faster image reading
- Threaded image scaling.
PDF Signing / Timestamp

Willhelm Tux → Crowd-funded goodness
Calc Performance:

- Accelerating common sheet operations
- Chart updating:
  - Why build charts on load? Wait until that's needed.
- Range based dependency broadcasting:
  - big memory & performance wins.
- OpenCL subset – on by default
Using your silicon effectively: CPU vs. GPU:

THE FUTURE BELONGS TO THE APU:
BETTER GRAPHICS, EFFICIENCY AND COMPUTE

“SANDY BRIDGE”
17% GPU*

“IVY BRIDGE”
27% GPU*

“HASWELL”
31% GPU*

2014 AMD A-SERIES/CODENAMED “KAVERI”
47% GPU

HUMA Shared Memory Controller
*Steamroller* x86
AMD Radeon™ Graphics (GCN) Cores
PCIe Gen3/3
Display

Core
Core
Core
Core

Processor Graphics

Core
Core
Core
Core

Processor Graphics

Core
Core
Core
Core

Processor Graphics
VCL / OpenGL Rendering ...

• Before: old-style GDI
VCL / OpenGL Rendering ...

- After: significant re-work of rendering

Higher Quality

25% faster at 1st cut

Cross-platform acceleration possible: Android, iOS, Linux, Mac, Windows ...

Enabled by default for some Windows in 5.0.2 for further testing.
• Making Mail-merge scale for Munich.

Time to mail-merge vs. number of recipients

Log Plot

From Hours

To

Minutes

Time in seconds

number of recipients
• Embedding mail-merge setup in your ODT – for Munich.
• Work for Smoose & The Document Foundation

LibreOffice for Android

Evaluation Document

This document shows various elements of an Android document, or needs to behave correctly when working, together with other features of the Android Document foundation.

Paragraph; just to show selected paragraphs. Various properties, like underlined. But also increase

This shape has some text inside, it is supposed to be selectable too.
• Working with IceWarp – an awesome company & partner.
• Go to see Niall, Sam & Mihai's talks / demos.
A take from IceWarp:

- **IceWarp** with its enterprise solutions background and over 14 years of expertise will help LibreOffice to accelerate the development towards a **real product** which can be **reused** by the **open source community** in a wide range of deployment scenarios.
- By creating a **free alternative** that **any provider can implement** without restrictions, the companies aim to restore fair competition to a market dominated by monopoly suppliers, to **drive innovation**, **compatibility** and **interoperability** through **open formats**, across all **platforms** and **for everybody**.
- “Creating alternatives is in our DNA. In the same way customers were looking for Exchange alternatives and made IceWarp what it is today, they will be seeking Google Apps alternatives and we will be ready.” — Adam Paclt, IceWarp CEO
LibreOfficeKit work

- Continuing to optimize this.
- Made this the core of:
  - Android
  - LibreOffice Online
  - GNOME Documents
  - loconv
- Document conversion → HTML speedups
  - SkipImages
  - Avoiding WordCount on export
  ...

Apple App-Store packaging

- Lots of hard work – on sandboxing.

~40k installs so far → easy updates, etc. … need to grow paying fraction → invest in Mac
Branding: the lessons from two years of sales investment
Collabora Office / CloudSuite

- Amazing progress by the LibreOffice brand in the last year.
- Need to focus on building our own brand.
- Frame: value, not lack-of-price.
Products: CloudSuite...
The new all-platform office suite

- Open Source
- Always available
- Built for enterprise
Desktop, Mobile, Cloud

Welcome

LibreOffice from Collabora is the enterprise-ready Open Source alternative to Microsoft Office. From engineers, testers, system integrators, and IT services companies to governments and companies needing installation and administration utilities together with the tools and expertise for successful deployment.

"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 President

Enterprise Support

- Guaranteed three-year support for each release
- Six-monthly release cycle (three month development and three month testing)
- Security, maintenance, and bug fix updates
- Many patches provided for incremental patching
- Windows Group Policy Object management

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
Any image supported by other Collabora Office components can also be embedded, including complex vector graphics, Microsoft Office drawings and more.
Maintenance & Support

- Collabora Office
  - Three years of security maintenance & support from release
  - pick your favorite version
  - Includes cumulative customer fixes
  - MSP patches for easy deployment
- Volume price per seat: 1000 seats:
  - €0.83 / user / month
    - €1.25 / 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, ½, ¼ ...

- Easy to budget & buy ...
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.  
Basconero  
Excellence Del.  
Freesystems  
Meerkat  
Rozoom  
VNC Dev.  
New Zealand  
Brazil  
Brazil  
Pakistan  
Saudi Arabia  
Uruguay  
USA  
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
What can support look like?
The story of one day: 2015-07-14

10:44 – their customer using Windows
Wants Group Policy lockdown **But** – per user not per machine.
- Something LibreOffice doesn't do.

Outgoing mail:

- “The answer is that we did not support that until today … I just implemented [it] …” - 11:28
- **23:24** – “you can download your MSP patch from <here>”

So – somewhat atypical:

- A feature, not a bug; ( no bug-fix entitlement either )
  - We want to help our partners & customers succeed.
- Average time to fix → a man-week; this was an easy one.
Level 3 bug example:

Before

After
Lots of Interoperability eg. odd EMFs: 'image missing'

https://bugs.documentfoundation.org/show_bug.cgi?id=93750

The attached bugdoc (EMF+ file) is not displayed at all in LibreOffice.

When an array of EMF+ has extra bytes in the end, that are less than 12, they should not be treated as another EMF+ record, but simply ignored.
• Keep your change-tracking, TOC, Smart-Art etc.
Quality: Unit Tests ...

- Stopping regressions escaping into customer's deployments
- Auto-testing where no-one has tested before.
Two Years of Collabora Productivity
Some stats:

- 12,000 commits (of 46,000) – 25%
- 16 commits per day – sustained
- 1,300 bug referencing commits
- Commits from 23 @collaborans this year:

  a privilege to work together with such great guys:

Miklos Vajna    Tor Lillqvist    Tomaž Vajngerl    Michael Meeks
Jan Holesovsky  Kohei Yoshida  Markus Mohrhard  Andras Timar
Matúš Kukan    Luboš Luňák    Louis-Francis Ratté-Boulianne
Zolnai Tamás   László Németh   Henry Castro     Chris Sherlock
Marco Cecchetti Andrzej Hunt   Mihai Varga      Ursache Vladimir
Jack Leigh      Mike Kaganski   Lubosz Sarnecki Daniel Stone
Optimistic 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: **IceWarp, AMD, TDF, Smoose, SUSE & many more …**
  - **If you're a Collabora Customer – you're changing the world for the better**
  - **Why not try working with an SME yourself ?**
- 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*