



Collabora Productivity

LibreOffice and Collabora

Michael Meeks

General Manager at Collabora Productivity

michael.meeks@collabora.com

mmEEKS, #libreoffice-dev, irc.freenode.net

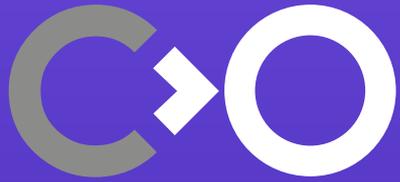
*“Stand at the crossroads and look; ask for the
ancient paths, ask where the good way is,
and walk in it, and you will find rest for your
souls...” - Jeremiah 6:16*



Mission:

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

*The easy to understand goal
of the shareholders*



COLLABORA



Automotive



Semiconductor



Digital TV



OEM



Digital Signage



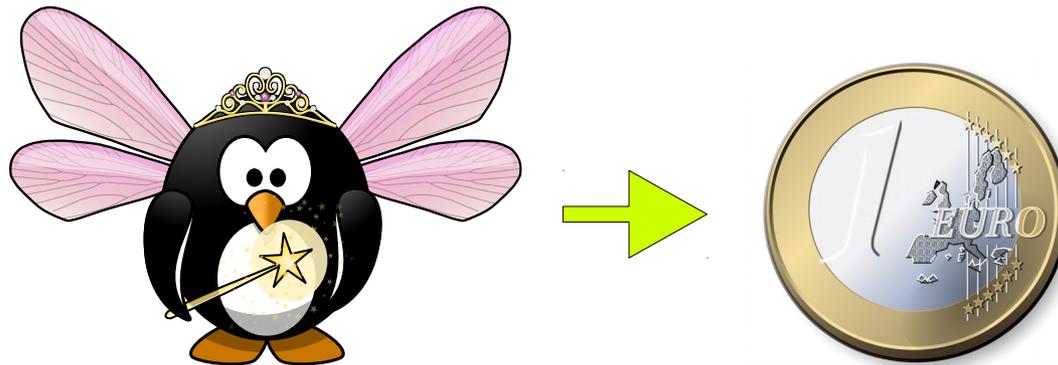
Medical Devices



Collabora Productivity

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

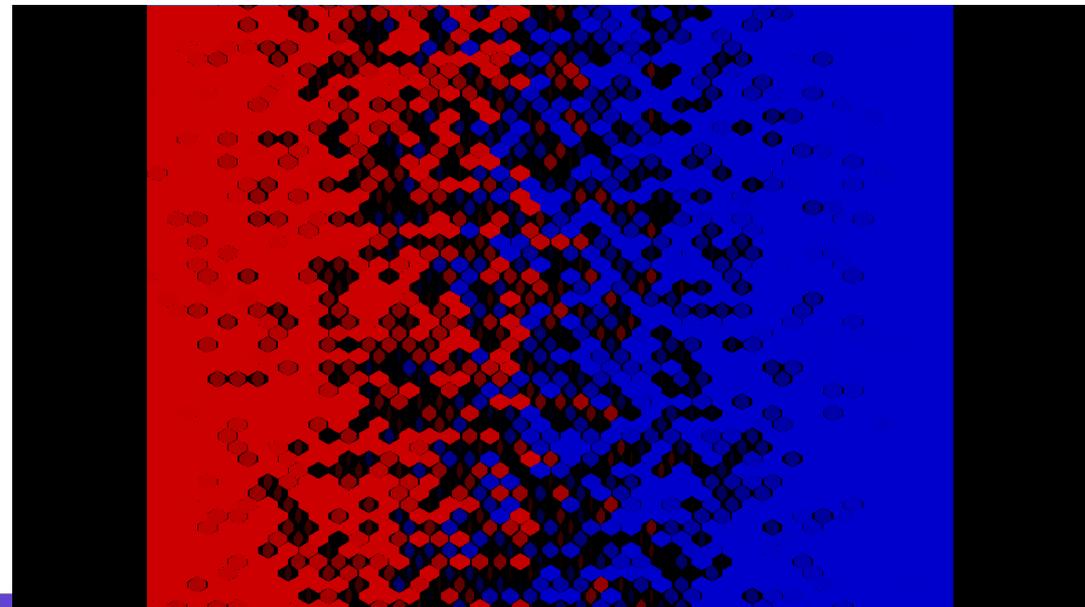
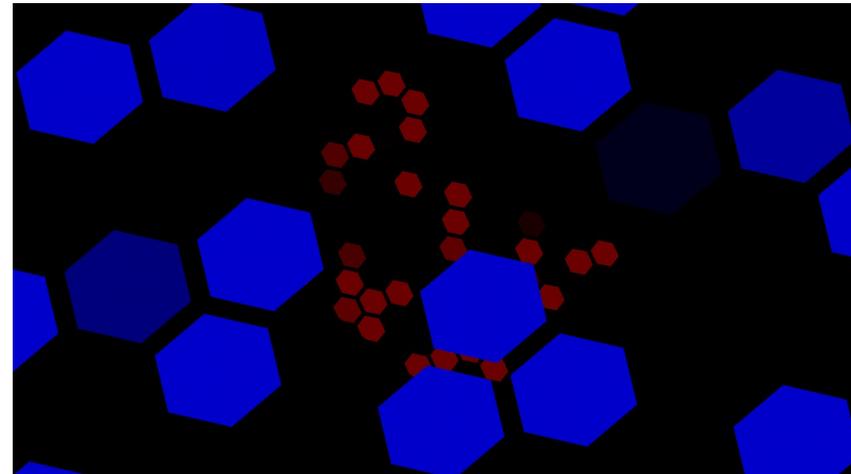
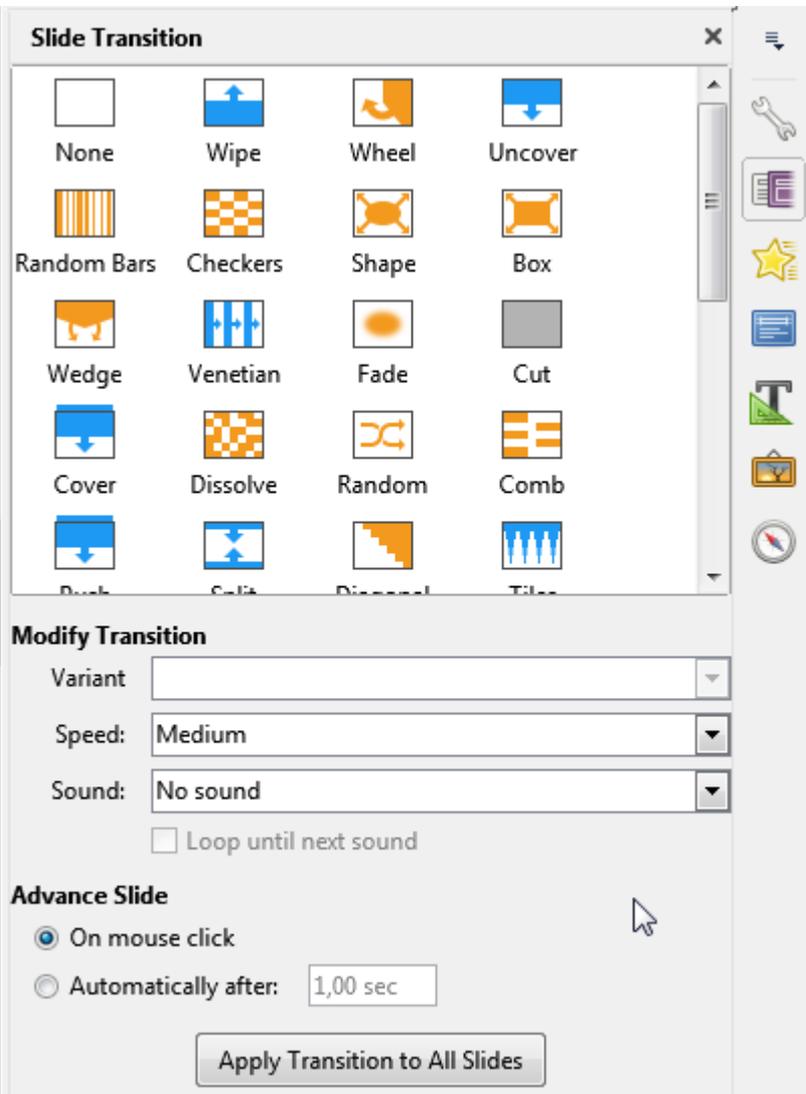
- Heavy duty marketing analytics:
 - lead generation, Mautic
- Trying to reach people with a message of supported FLOSS goodness ...
- Sales team spend hours:
 - conference-calls, E-mail, in-person
 - Pitching the benefits, savings and opportunities around LibreOffice to dozens of potential new **Customers**
 - 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)

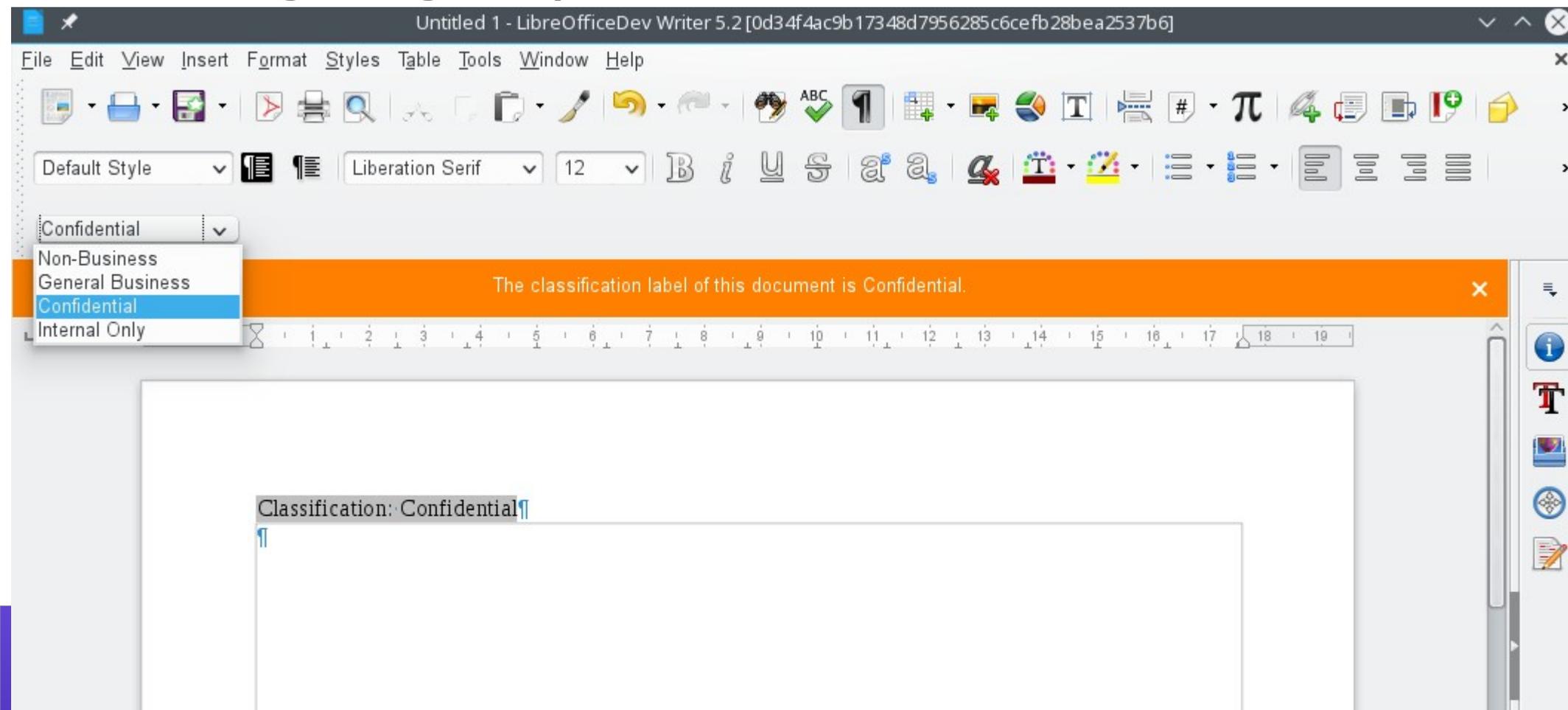


3D / Impress Transitions



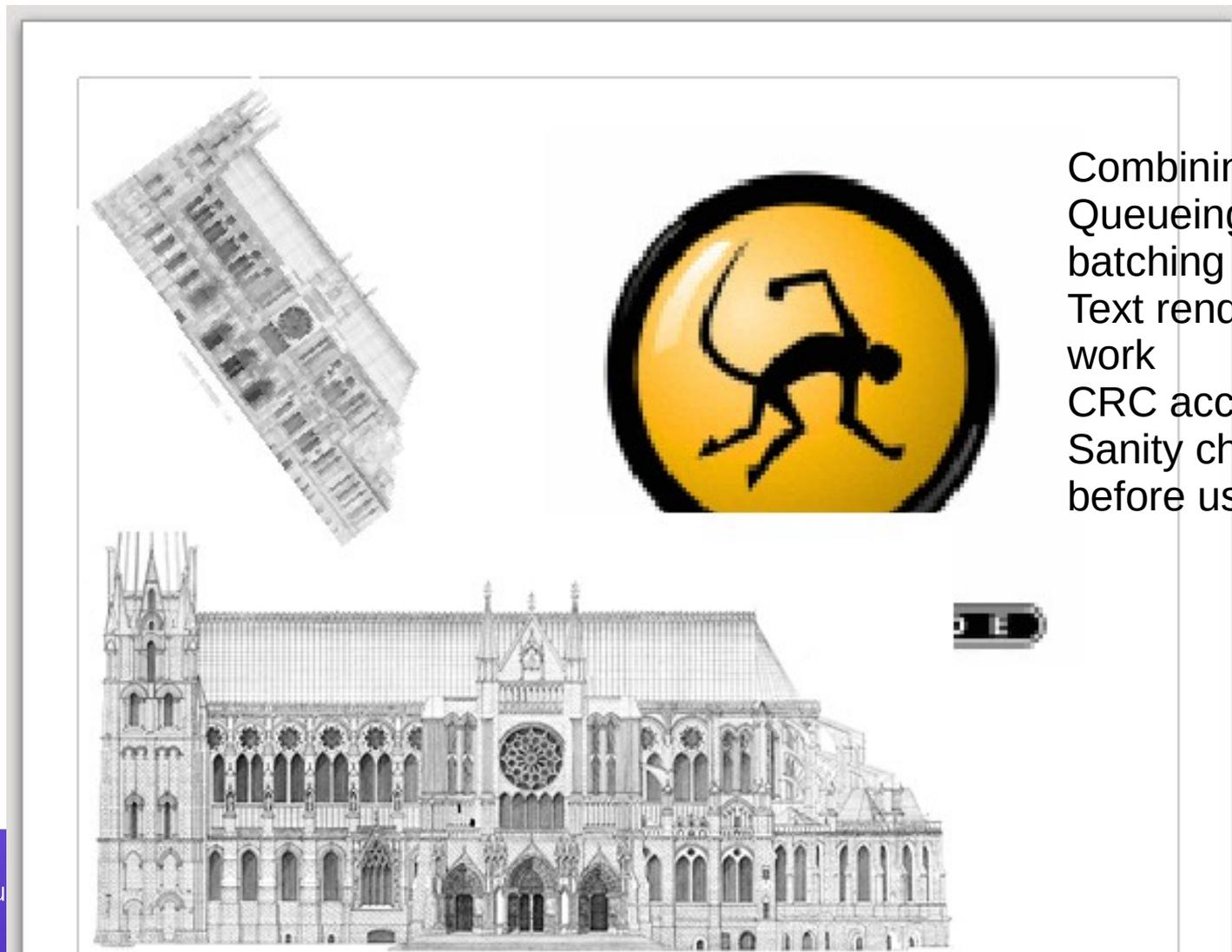
TSCP: Document Classification

- 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.



PDF document insert & crop

- New meta-file format
- Allowing PDF preservation & scope for improved future rendering (& cropping)

... what many would call a
... und. Real degrees from real
... ard earned real experiences.
... ted, and educational. As a
... strongly believe that...

... In which you propose
... at theory, then invite
... ck it.

... ics **reverify themselves**
... ch and every day. These
... (2) you can't break even,
... e, you are sure to lose.

... sider **gotchas**. These are
... f to the casual inquirer.
... power or doing low Δt
... examples.

... d **wrong**. Either by not

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 Alderon, 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.

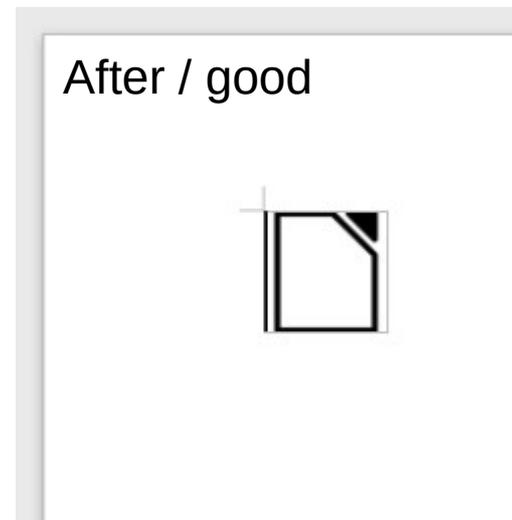
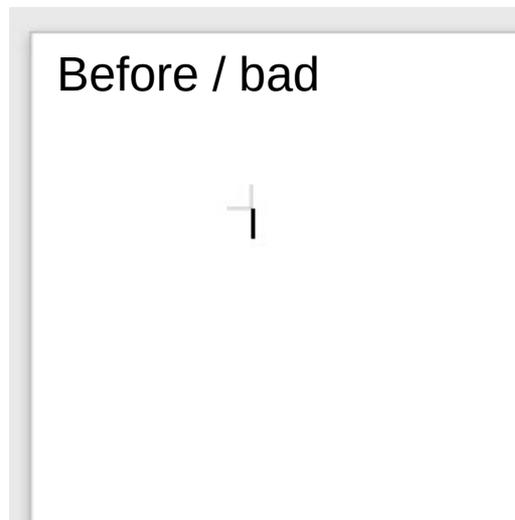
The usual causes of pseudoscience fantasies include...

- **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



Products: Collabora Online ...

Collabora Online

demo-embedded-content-showcase.docx - Office - ownCloud - Mozilla Firefox

Partners - Collabora Prod... x openSUSE - Linux OS... x libreoffice logo - Goog... x demo-embedded-con... x +

https://demo.collaboracloudsuite.com/owncloud/index.php/apps/richdocuments/index#

Office mmeeks

File Edit Insert View Tables Help

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.

Year	Value
2011-09	0
2012-08	10,000,000
2012-18	20,000,000
2012-28	30,000,000
2013-08	40,000,000
2013-18	50,000,000
2013-28	60,000,000
2014-07	70,000,000
2014-17	80,000,000
2014-27	90,000,000
2015-06	100,000,000
2015-16	110,000,000
2015-26	120,000,000

Tracking direct download Update Ping origins.
Excludes all Linux Distributions downloads
~120m so far, from 65m

- Windows
- MacOSX
- Linux

Advanced graphics support

Search: | Page 1 of 2 | 0 words, 0 characters | Insert | Standard selection | Document saved | EDITING | 144%

Firefox automatically sends some data to Mozilla so that we can improve your experience. | Choose What I Share



Collabora Productivity

Free your business

The driving force behind putting
#LibreOffice in the #Cloud.

Why online ?

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

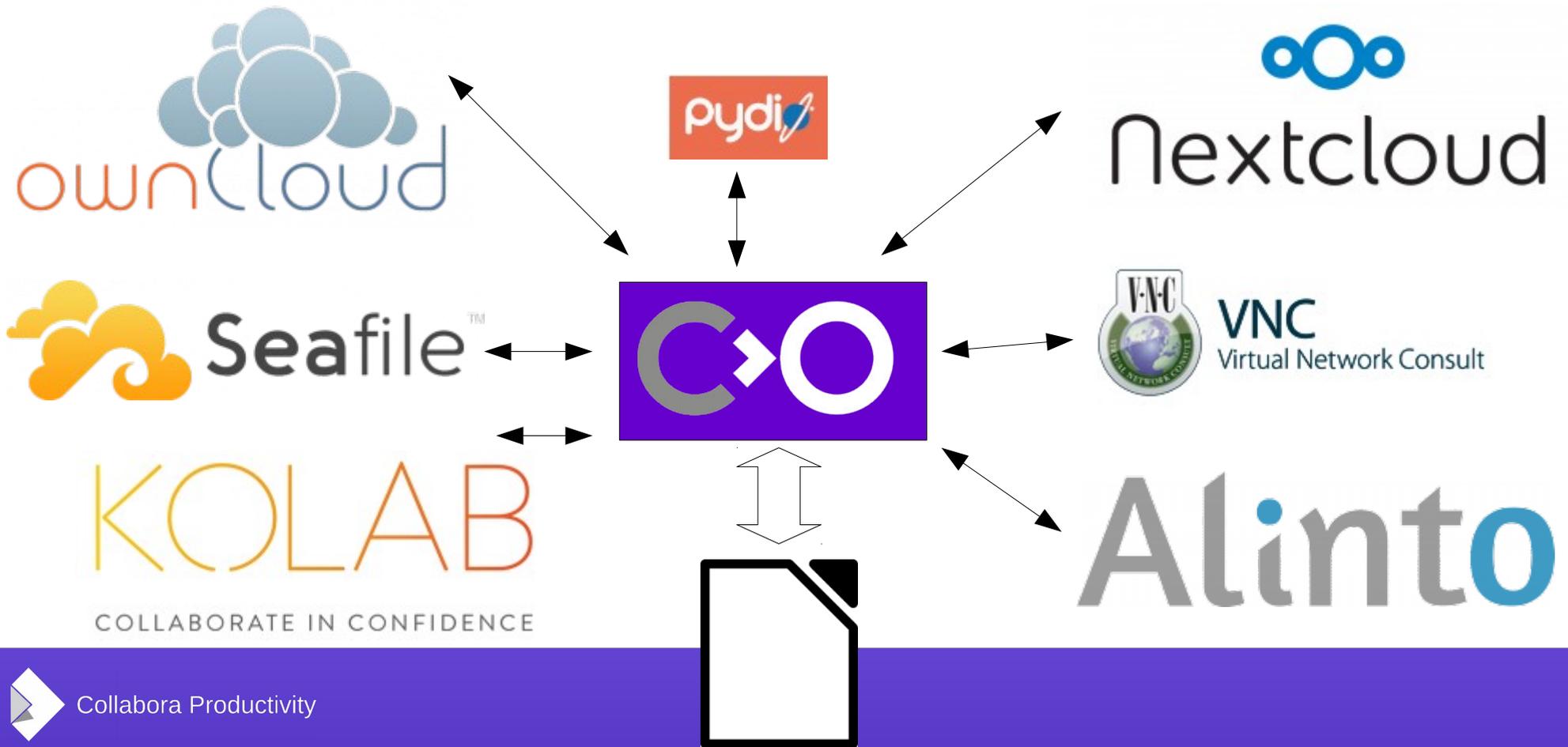
Bonus features

- 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 ...



Indirect, Partner sales

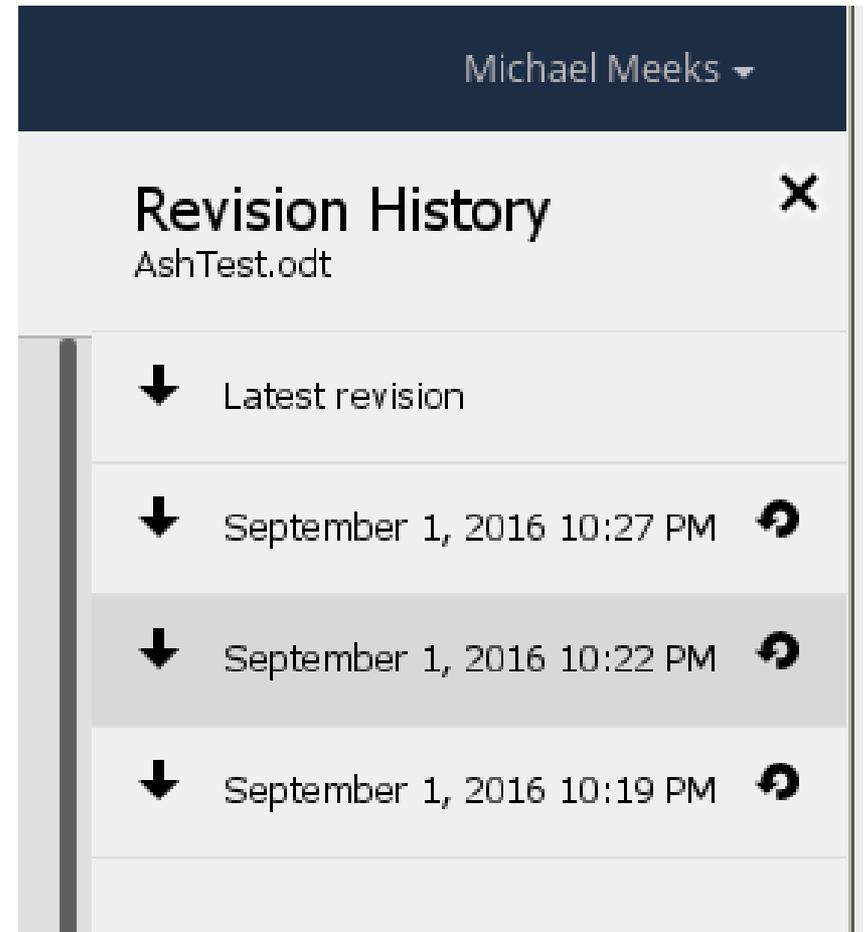
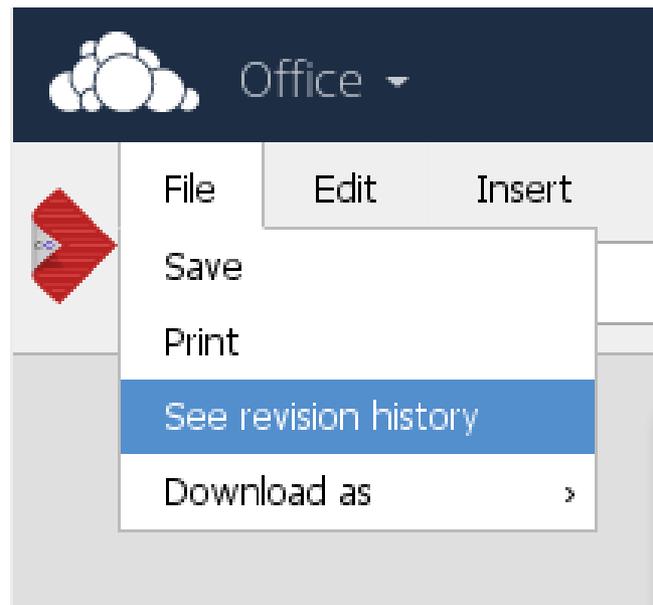
Partners – *will distribute Collabora Online integrated with their products*



Products: Collabora Online ... Next ...

ownCloud / Nextcloud plugin

View and restore previous versions:

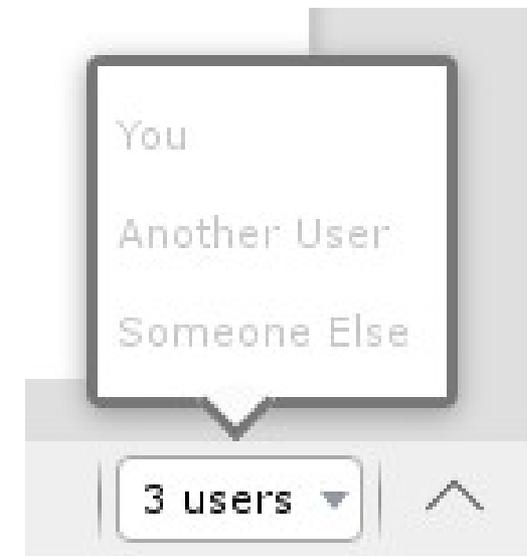


Next: Collaborative Editing

- Lots of fun new interactions under development:

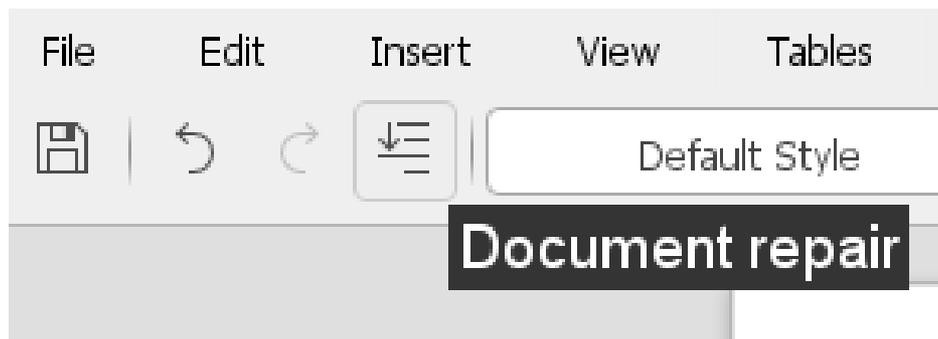
*“**LibreOffice** is the world's premier Open Source office suite. Collabora is proud to be part of the LibreOffice community, and to build our supported product targeted at the enterprise on top of the freely available LibreOffice code.”*

— Michael Meeks, Vice President



Editing / Undo collisions etc.

Repair Document:
conventional
undo/redo simply
solves editing
conflicts.



Repair Document

Type	Index	Comment	View ID	Timestamp
Undo 0		Insert Image	2	2016-09-01T21:52:18,628396048
Undo 1		Insert table: 'Table1'	2	2016-09-01T21:52:11,777609331
Undo 2		Typing: 'Enter'	2	2016-09-01T21:52:05,103527646
Undo 3		Delete paragraph	2	2016-09-01T21:52:04,737246817
Undo 4		New Paragraph	2	2016-09-01T21:52:04,240850664
Undo 5		Delete 'l'	2	2016-09-01T21:52:04,010198873
Undo 6		Replace: "-> '/'	2	2016-09-01T21:52:03,047257372
...	

Jump to state

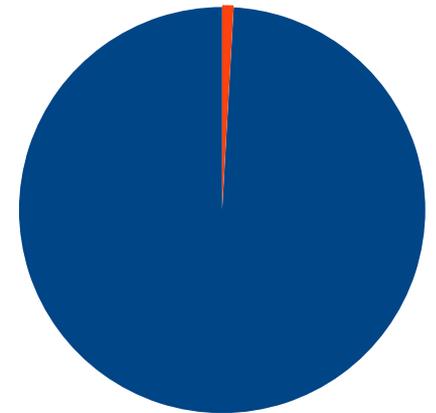
Collabora Online & LibreOffice



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 ...

Online commit breakdown



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.*



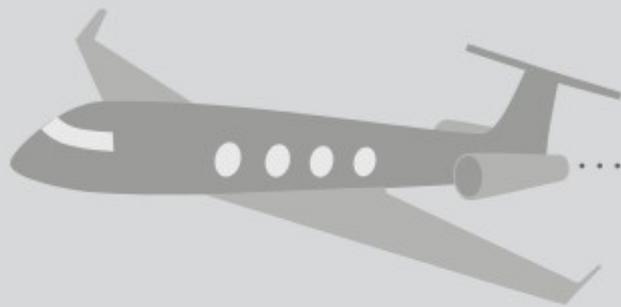
Code Fix support #2

- 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, $\frac{1}{2}$, $\frac{1}{4}$...
- **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



Commercial support in

41
countries

+20 from last year; seen here so far:

*Studio Storti, Nou & Off
iCraft, EDX Info, Yacme*

What can support
look like ?

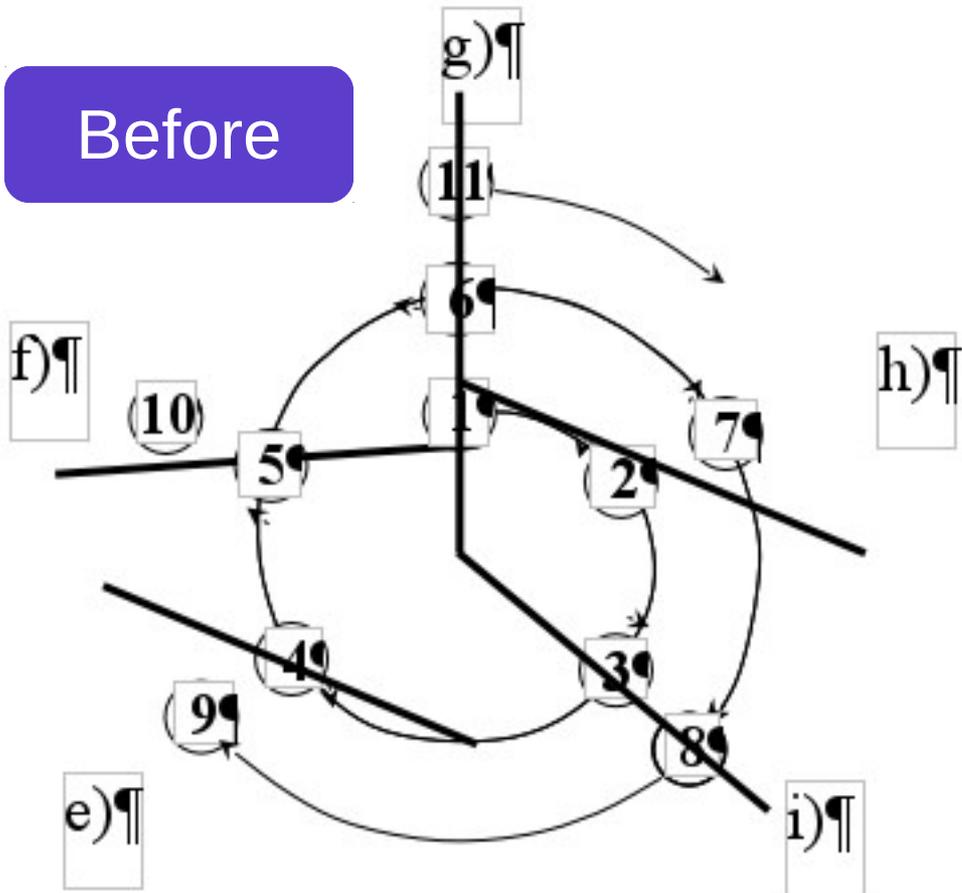
Large US Company ...

- 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.

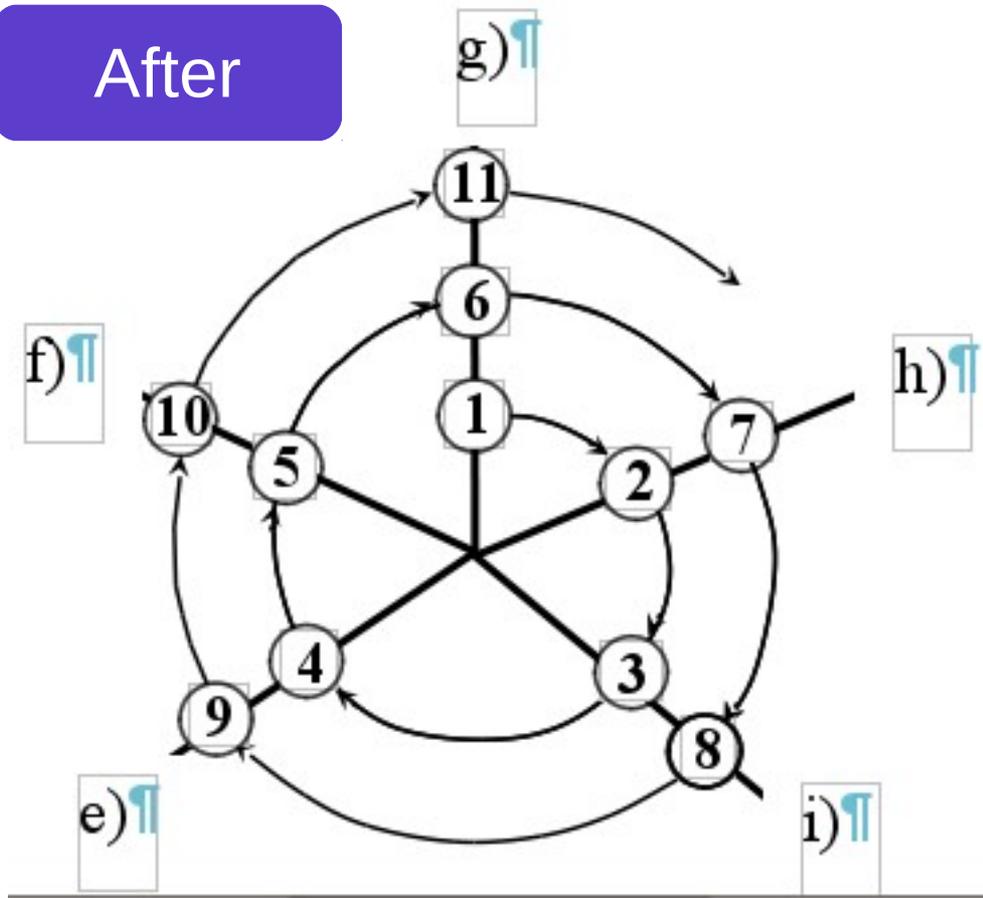


Level 3 bug example:

Before



After



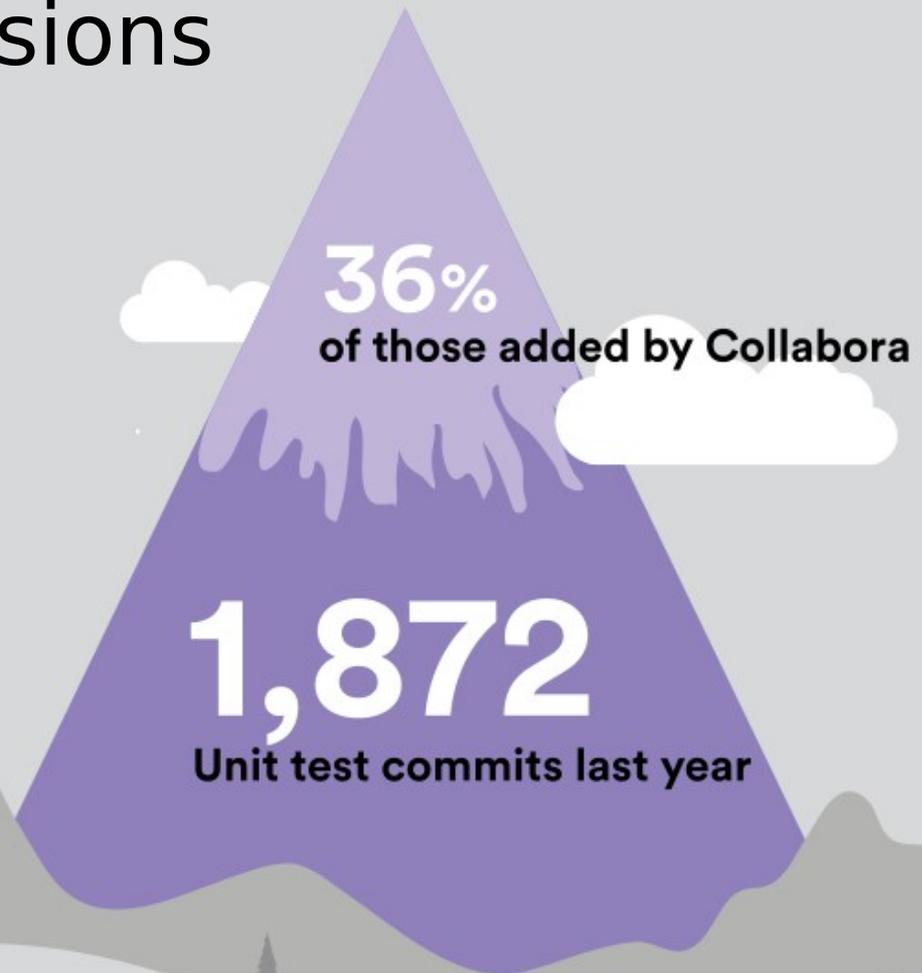
Large Bank ...

- 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.



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
Jan Holesovsky
Mihai Varga
Mike Kaganski
Ozcan Esen
Tamás Zolnai

Tor Lillqvist
Andras Timar
Tomaž Vajngerl
Olivier Hallot
Markus Mohrhard
Lubosz Sarnecki

Ashod Nakashian
Henry Castro
Marco Cecchetti
László Németh
Faruk Uzun
Lenny Horstink

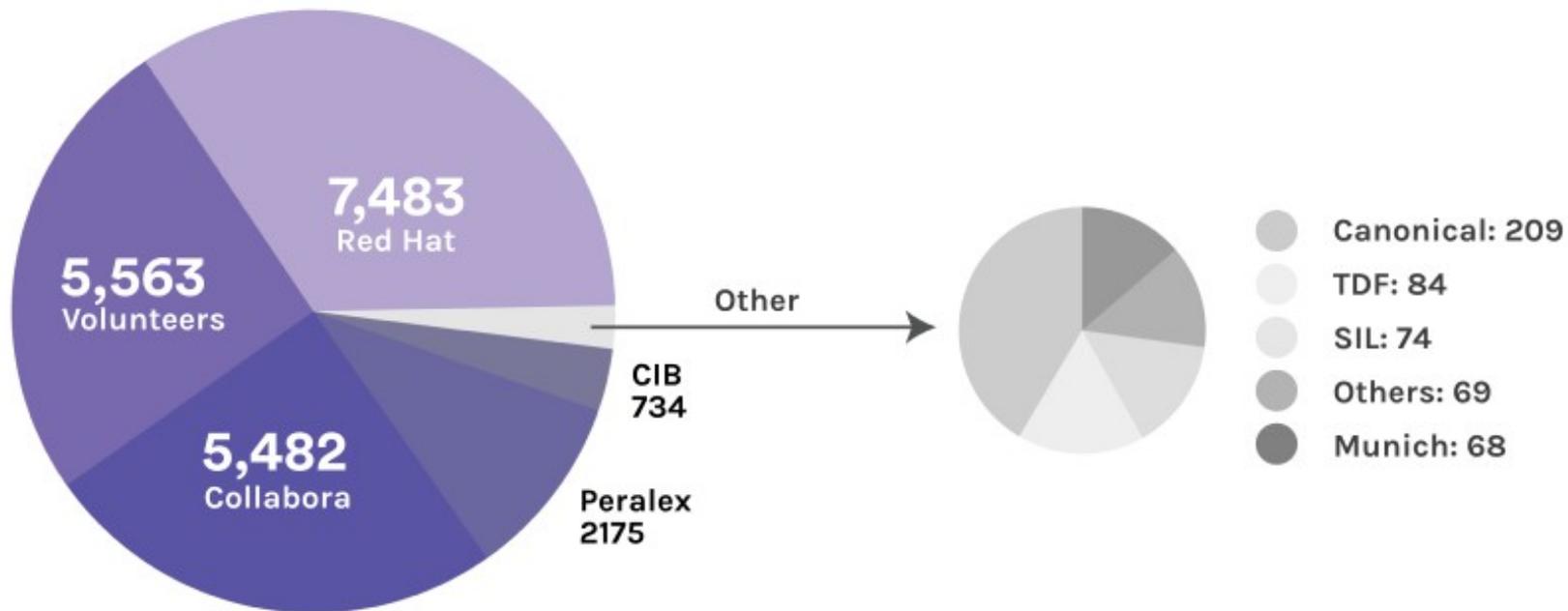
Pranav Kant
Michael Meeks
Emmanuel Gil Peyrot
Andrzej Hunt
Chris Sherlock



Commits by Affiliation

From 5.0 to 5.2

Top contributors



*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

