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Dirty tactics against LibreOffice in public administration, and how to overcome them

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- Free Software Foundation Europe – FSFE.org

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Dirty tactics against LibreOffice in public administration, and how to overcome them

Free Software Foundation Europe e.V



FSFE is an independent organization and you might have heard of its sister organizations like the US-based Free Software Foundation. FSFE has offices in Berlin and Dusseldorf and country teams all around Europe. As said I volunteer as the Finnish country team coordinator. FSFE's accomplishments include among others working as a third party in the EU vs. Microsoft monopoly court case, which lead to record fines for Microsoft and forced Microsoft to implement the browser ballot screen in all Windows desktop computers sold in the EU.

Today I am going to talk about promoting Free Software in general and promoting LibreOffice in particular, and I'm going relate it all to the experiences we've had in Finland.

Here is some headlines from Finland.

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News Published by [OpenOffice.org](#) on January 24, 2012 Rating: 96 (based on 10 votes) 1037 views

Fit City of Helsinki to start open source desktop pilot

The city administration of Helsinki has been considering open source leadership pilot projects since last year by the city council.

In practice the computer companies have been forced some time ago to submit a bid to switch about 10,000 desktop computers to open source. Finally the council has now chosen open source applications, implying the replacement of the other Microsoft products.

Information is currently needed to make a further step. "We will not compete with the market when it comes to the price of hardware, but I would like to keep it in town in the council."

There is also the support of city council members. "We want the city to get experience with open source and to test our new tools and environment to our citizens. The city is saving money every year on proprietary software licenses."

In the meantime, the council members vote to give public administration in Helsinki a trial using open source. According to the city council, the majority of citizens are using Linux and open source software. The same is true among some of its staff members. They also point to the Helsinki urban system that is used for many years now in the open source. "Many officials from different government agencies have a lot of experience with open source. They will take a look at 20 years of their budget."

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LibreOffice

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Helsinki, Tampere and Turku are some of the biggest cities in Finland, and they all had majority backed city council initiatives to increase the use of LibreOffice and other open source software during the last two years.

Now let's do a little poll.

How many of you would like to see LibreOffice get more popular?
Raise your hand.

Now how many of you actually **believe** that LibreOffice has the potential to one day become the most popular office suite in the world?

It is possible



I certainly believe it is possible. We have seen fast technological shifts before. It just needs to have a little bit more of push and some obstacles removed, as I will discuss in my presentation today.

Now raise your hands: Who thinks your own country and government would benefit in particular of LibreOffice?

Yes, I assume most of you don't like the idea of paying taxes to governments so that they then spend them on closed source software and ship truckloads of money to the USA, Ireland or some tax haven. Also I assume the idea of denying local business opportunities and limiting the governments own freedoms in computing is not anything any politician has on their agenda. Yet it has happened, but the reason lies somewhere else.

Ministry of Justice in Finland 2003 →



Let's start with some history and a great case that exemplifies of the typical issues in LibreOffice migration.

The Finnish Ministry of Justice started planning a large-scale migration to OpenOffice, as LibreOffice was called at that time. After careful preparations and pilots they did the actual roll-out in 2007. The migration was properly prepared and executed, and turned out to be a success.

In 2010 the project manager responsible for the migration later published his doctoral dissertation about the subject.

Martti Karjalainen:
Large-scale migration to an open source office suite: An innovation adoption study in Finland

Academic dissertation,
Department of Computer sciences,
University of Tampere
ISBN 978-951-44-8216-8 (pdf)
<http://acta.uta.fi/pdf/978-951-44-8216-8.pdf>



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This is a great source of information and you can download it for free from the website of University of Tampere. It is written in English and it is of high quality, I really recommend you go and get it.

Ok, so what is there to be learned from this case?



Migration 2003-2010



First of all a migration is a long process. From start to completion of the roll-out it took 7 years. I expect that new LibreOffice migrations starting now can happen a bit faster, but if your data is held hostage in an old closed file format, it takes careful planning escaping from that situation and starting to save all your files with a new software that uses an open and standardized format.

“The study addresses several practically important issues involved in the adoption of open source, e.g., the analysis of software functionality and interoperability, cost evaluations, installation and configuration issues, local language support issues, additional tools to support the migration, user training and support, technical support, and software usage measurements.”

Karjalainen 2010, page 3



Dirty tactics against LibreOffice in public administration, and how to overcome them ¹²

As an academic dissertation this document is really good and explains in detail all the things that you need to take into account. It is in particular really great, because it was not only an academic dissertation, but also a description of something that really took place and therefore is easy to prove to be a valid source source of unbiased information. And the conclusion of the study..

“For IS practice, the study shows that the transition to an open source office suite is feasible in a large-scale context and that substantial benefits can be achieved as the result of the transition.”

Karjalainen 2010, page 3



Dirty tactics against LibreOffice in public administration, and how to overcome them

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It proves that all the benefits people advocating LibreOffice talk about are real and can be achieved. In fact it was already possible be achieve with a several years old version of the software, and with LibreOffice 3.6 today, you will get even further and faster.

And finally the big question - what did it cost?

	Lotus SmartSuite alternative	Microsoft Office alternative	OpenOffice.org alternative
License purchases	668 300 €	2 517 000 €	211 000 €
Software maintenance	737 000 €	3 545 000 €	737 000 €
Training and support	200 000 €	370 000 €	580 000 €
Systems development, conversions, and integrations	105 000 €	355 000 €	535 000 €
Costs total	1 710 300 €	6 787 000 €	2 063 000 €

Table 6-4. The revised costs of the migration alternatives 2006-2011

Before execution they calculated that the total cost of ownership for OpenOffice would be 2 million euros in the years 2006-2010, while using Microsoft Office would cost 6,8 million euros in the same timeframe.

Later in 2010 they did another calculation looking back at what the total cost of ownership for OpenOffice really had been.

	OpenOffice.org alternative Cost evaluation (10/2006)	OpenOffice.org alternative Cost evaluation (6/2010)
License purchases	211 000 €	211 000 €
Software maintenance	737 000 €	719 000 €
Training and support	580 000 €	561 000 €
Systems development, conversions, and integrations	535 000 €	468 000 €
Costs total	2 063 000 €	1 959 000 €

Table 9-2. OpenOffice.org migration and deployment costs 2006-2011

“The first 4 years have not brought any special cost surprises in the migration [.]”

Karjalainen 2010, page 187



If fact, OpenOffice had been slightly less expensive than estimated. When you think of government IT projects, you know that actual costs are almost always much bigger that what was originally expected. Thus it is amazing to see that here they did actually go under budget. The total cost of ownership was only 1,9 million euros, compared to the estimated 6,8 million for Microsoft Office. That means that they saved 5 million euros. This means 70% savings from what they would have spent otherwise. It also means that 5 million euros less where sent to Microsoft's tax havens and all of this 2 million euros spent on OpenOffice stayed and multiplied inside the Finnish economy.

If others where to follow this example, public agencies in Europe could save 70 % on their office software costs on a very quick schedule, and without any drawbacks. The ministry did not give up on anything, they just switched to another software that is equally good or in some ways even superior. For example LibreOffice natively uses an ISO-standardized file format that is guaranteed to still be accessible in 20 or 50 years time, which is a significant feature not available in current Microsoft Office.

Yes, Microsoft has tried to give the impression that they would also offer that feature, but no version released to date follows the Microsoft OOXML standard, and anyways the standard allows embedded binaries and other creepy features, so even if they where to follow the standard they've written, it allows them to do documents that cannot be fully opened using the information written in the standard.

And you know what, the 70 % in savings is an underestimate.

“However, it can be noted that during the years 2006-2009 the number of workstation computers had increased from 10 500 to 11 600 in the organization. Due to the benefits of open source licensing, the increase of workstations did not involve increases in the office suite licensing costs.”

Karjalainen 2010, page 187-188



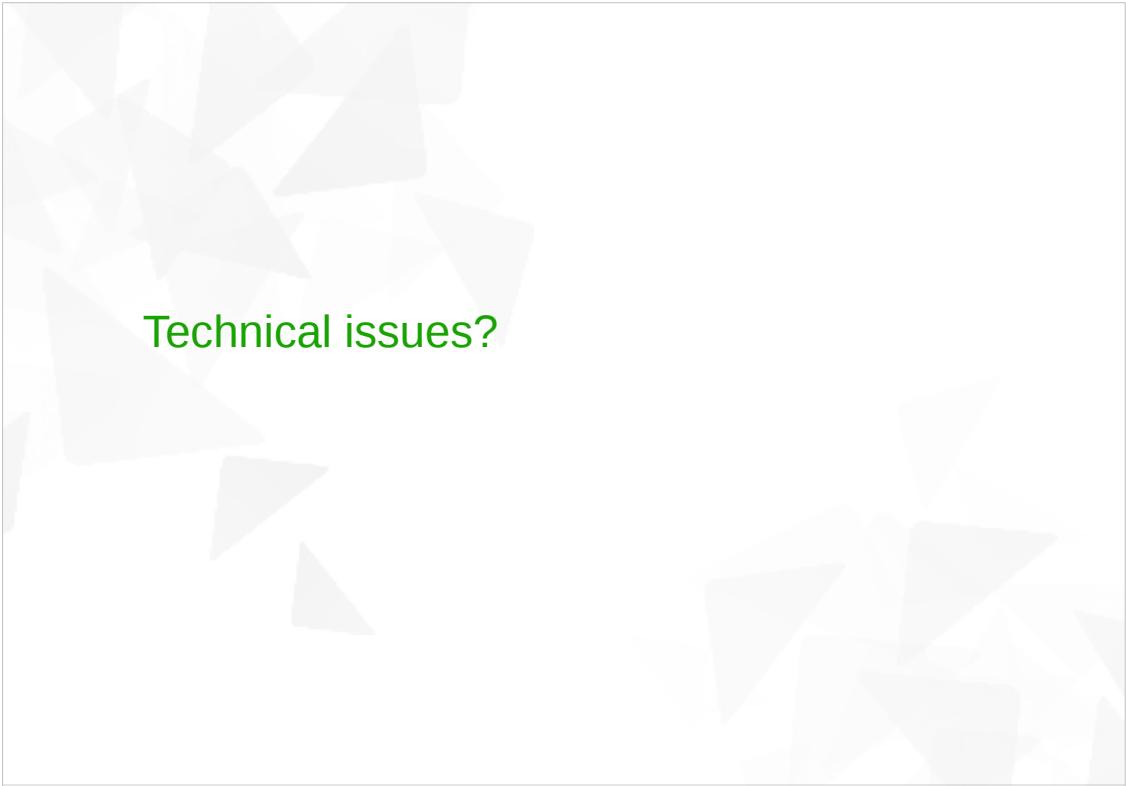
It turns out that the cost estimate of the Microsoft option was too low, since the 6,8 million euros would not have covered the costs of the new workstations they needed. So 70% savings was an underestimate and this example shows that when the migration was finally done, there were no significant drawbacks and certainly no drawbacks that would outweigh all the benefits.

And this figure contains the costs of the migration. Now when the migration is done, the ongoing costs of using LibreOffice are likely to be even lower.

As a side note, keep in mind that the cost for LibreOffice is still not zero, only the license cost is zero. You still need invest in a support contract or pay your own staff to operate the office suite on an enterprise level.



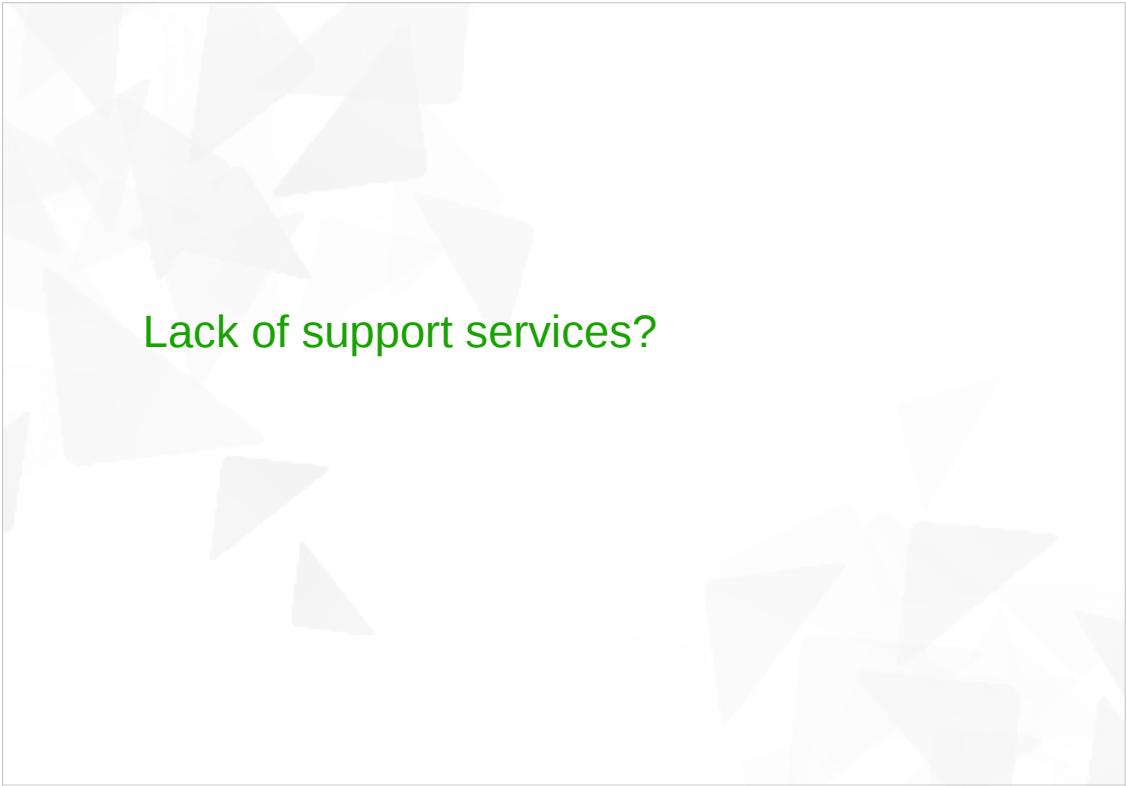
Ok, so now the big question is, why isn't LibreOffice more common in Europe? If this is so great, why isn't everybody using it?



Technical issues?



Is there some technical feature missing from LibreOffice? No, I don't think so. And even if there was a feature missing that is blocking the migration in a specific organization, even if the organization is small like the Finnish Ministry of Justice, they could invest some of their current budget to develop the missing feature, and still save millions of euros.



Lack of support services?

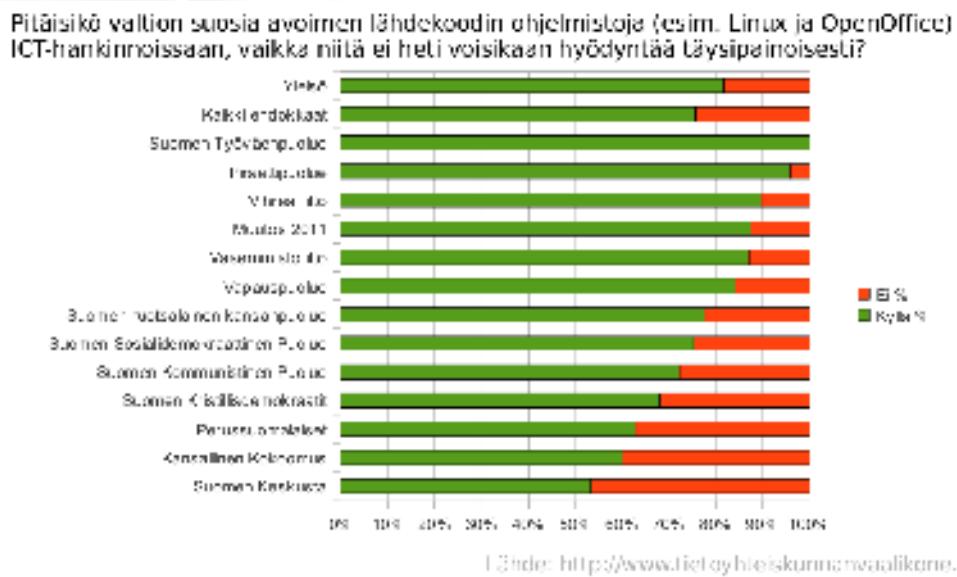


Is there a lack of other support services? No, there are many of companies of all sizes that offer support services and basically anything that needed to successfully deploy and maintain LibreOffice in a way that optimizes the benefits of the using organization is available from professional IT companies.

Lack of political support?

Is there maybe some political agenda that steers our governors away from using LibreOffice? I don't think any politician in Europe has the opinion that shipping loads and loads of license fees to Microsoft's tax havens is a good policy. I don't think any politician in Europe objects paying support service fees to local businesses. Neither do I think that there are any politicians who would view the ability to do local customization, translations or other independent adaptations as negative things.

Should the government prefer open source software in IT procurement? General public >80%, candidates >70% and even the least pro-open party >50% says YES



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This poll was made in 2011 to parliament candidates and it shows that the majority of candidates in all political parties in Finland are in favor of increasing the usage of Linux and other opens source software in Finland.

The problem lies somewhere else. I do not claim that I know everything, but I have some experience with the issue and I'll try to outline what I've found out while trying to advocate the cities of Helsinki and Tampere to start using LibreOffice. I will also try to suggest some possible solutions.



Yes, at the core of the problem is Microsoft. If you look at software like LibreOffice, Firefox and Linux, they all threaten Microsoft's core business and Microsoft has a strong incentive to do everything they can to stop them from becoming common.

I am not trying to be politically correct, when we speak about LibreOffice and its competitors, there is really only one enemy, and that is Microsoft, so I'm going to refer to Microsoft directly by name.

I think the best way to resist a huge international company is to join forces and make our own huge international organization. To support LibreOffice you can for example donate to The Document Foundation or get active by and do some contribution, although I assume everybody here already does that.



The screenshot shows the FSFE support page at fsfe.org/support/. The page features the FSFE logo and a wavy blue and green background. A sidebar on the left includes links for Home, About, Document Foundation, FSFE, Contribute, Donate, Press, Events, Support, Join, Blogs, and Wiki. The main content area is titled "Support the FSFE" and contains a section for signing a petition. It says: "Sign a petition that you care about. You can learn and support the FSFE's policies." Below this is a form with fields for First name, Last name, Email (required), and Country (required). A "I Support the FSFE!" button is at the bottom. At the bottom of the slide, there is a LibreOffice logo and the text "Dirty tactics against LibreOffice in public administration, and how to overcome them".

To promote Free Software in general I recommend you also sign up as supporters of the FSFE. It's like signing a petition and it does not cost a thing. You can easily be both in the Document Foundation and the FSFE, they are not in any way exclusive options.

A few slides ago I asked you why isn't everybody using LibreOffice if it is so great. There certainly is already a lot of LibreOffice users, it is just not nearly everybody yet.



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Dirty tactics against LibreOffice in public administration, and how to overcome them

The European Comission has a website called JoinUp, which some of you might remember by it's former name OSOR.EU. There is a large collection of case studies and news related to Open Source Software usage in the public sector in Europe. I know many Finnish cases are missing from there, so the directory of cases is certainly not complete, but there are a lot of good successful cases presented there.

Need for multiple document formats lead Danish ministry to LibreOffice

A major document is supporting multiple document formats. Making the open document formats used in the main reason for the European government's continued resistance to Microsoft's move to commercial software and open source alternatives.

“New administrative documents are required to be able to work with the open document formats and Microsoft does not support them,” says one of the ministry's executive secretary, Thomas Sonnenburg. “I am not sure how other public administrations in Denmark handle this requirement, but for our experience it is the reason to switch to LibreOffice.”

The support from experience in one ministry employee has convinced, and has recently replaced a proprietary office suite by LibreOffice. The move saves the ministry 150,000 DKK (about 20,000 euro) per year in costs for proprietary office licenses, according to Sonnenburg, published by the news agency “Danish public relations” (DPR) in January 2012.

The requirement is allowing Microsoft to insist that desktop PCs, usually in new government offices, connect to Windows. What connects to the network, the PCs can communicate privately.

Staff will have little problems switching between the two different operating systems, because on both systems you can use LibreOffice, says Sonnenburg. One graph shows quoted by Microsoft Danish “Techs” (Technology experts):

“Not all documents and standards are being available in one file exchange, the Ministry of Transport needs to make part of its budget available to buy Microsoft Office, but we can't afford that and we study and evaluate options of how we can find a better solution. That's the reason we chose LibreOffice as our standard office software.”

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Mayor of Munich: "EU laptops should have LibreOffice or OpenOffice!"

All laptops used by citizens and all citizens have a right to consume open source instead, not open access ones or closed applications. This suggestion from the mayor of the German city of Munich, Christian Ude, to members of the European Commission and European Digital Agency committee, is to be made public by the city administration on 8 December.

“We are working hard and together with the City Council and Committee responsible for cooperation, to make sure that public administrations use free and open source software for the public knowledge transfer, education in the future.”

As head of the German Association of municipalities, Munich knows how to communicate how to live up to their commitment to the use of open standards for electronic documents and to the use of free and open source software:

The mayor urges “User to make compulsory the use of open document standards for all of the EU's public institutions. The exchange of open standards, regardless of the document type, is the basis of the European Union's efforts used to create the digital single market. Open Document is committed to the use of these standards which have the potential to become the standard for Europe's economy, culture and technology in the years ahead.”

In the past this position was made public in a resolution of the Institute of Committee for Information and Communication Technology (IT) of the Bavarian State Parliament. This resolution, which the mayor supports, reads:

“Mayor Ude urges the European Commission to take Munich as an example. The city is moving quickly. It demands open standards and the conversion of its own public administration to open standards. We are strong believers in open source and we call upon you to take the initiative to ensure that standards continue to move in the same direction.”

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Administration of the Italian region Umbria moving to LibreOffice

The administration of the Italian region Umbria has started a project to move a large group of users from Microsoft Office to LibreOffice, a free software suite of office productivity tools. Getting rid of IT vendor lock-in is one of the major motives for the migration, says Davide Giosuè, president of Italian Open Source Computer Center.

“In order to facilitate the adoption of LibreOffice among 10,000 public sector workers, the government is available through its local branch offices and districts. This is a unique chance to make important contacts, as well as to increase the usage of the generic software in the field of public services.”

In the migration process, the central IT department will be the one in charge of the overall management of the transition, while regional agencies take care of the migration in each region, thus guaranteeing the smooth and proper execution of the migration.

Office will be involved in providing training and support a participative process that will simplify and shorten greatly the effort made by the system public administration. Overall, for the Italian regions LibreOffice is being considered as a strategic tool to implement a regional strategy of self-sufficiency, innovation and value creation in the public sector.

OpenOffice.org was chosen as the replacement for Microsoft Office because of the reasons of freedom and portability. As well as the features and the compatibility improvements, one more important is the document portability, considering the objectives of the computer network.

For further project progress monitoring, follow our blog on the project.

More information:

- Migration of Umbria Government to LibreOffice
- Le Quattro Vene (4) 2008
- OpenOffice.org for the public sector
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 LibreOffice

Dirty tactics against LibreOffice in public administration, and how to overcome them

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Greek municipality of Pilea-Hortiatis migrating to LibreOffice

The Greek municipality of Pilea-Hortiatis, just east of Thessaloniki, is migrating all of its PCs to the free and open source suite LibreOffice, with the help of the Greek Linux User Group. Creating a timeline in a statement published on 27 March that Rethna Trifithi, the migration team's project manager, said on 21 March 2011 to be migrated are 45 PCs.

The project has been in progress since October 2010. LibreOffice was chosen because it can be used for free, even if Office is the standard. The main reason behind the municipality's choice is the free and open source nature of the software.

According to Rethna Trifithi, the chairperson of the steering committee, the main advantages of using LibreOffice are the savings from the initial investment in software, and the avoidance of costly agreements with vendors, as there is no royalty revenue.

Most of the says that the group discussed the migration at length with politicians and the local IT staff. They concluded that the LibreOffice would meet all their needs. It was seen as the best of open standards with all the benefits of interoperability, safety of the data and guaranteed accessibility in the future. And it would save them significant amounts of money.

In addition, the other advantages that impressed the municipality were the effort to encourage the use of free and open source software. This is a growing trend. There are substantial savings to be seen by switching to open source software. Not only does it open up new opportunities for cost reduction, but it also brings the knowledge and the availability of translators for software supporting organisations.

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Katowice Municipality: saving public money with OpenOffice.org

The administration of the Polish city of Katowice has succeeded in reducing costs by introducing OpenOffice.org as the standard office suite, replacing the proprietary and monetarily costly office套件 Microsoft Office. And it's now offering its savings to be used for other investments, such as more powerful servers.

E.U. Directive: Mozilla's saving public money with OpenOffice.org - ODF

EF www.mozilla.org/europa/odf/europa-odf.html

Introduction

Katowice, a city located in Poland, is one of the most highly developed Polish industrial centers and is also one of the first European cities to introduce a new way of working with office software. Instead of using Microsoft Office, the city has chosen to use the free and open source office suite LibreOffice. This has not only saved the city money, but also improved its efficiency and working processes.

Using open standards like ODF, the city of Katowice can now easily share documents between companies that do not use LibreOffice and which have their own preferred office suite. This makes the city's work easier, the process of aligning companies on new projects smoother and the budgetary situation of the municipality.

Sharing files is a great benefit for the organization of services, especially if they are provided by large companies – such as the property company responsible for 11,000 flats, property sales, administration and construction under contract or leasehold in new areas.

However, a decision to switch to open standards is not without its challenges. One of the main difficulties in moving administrative offices, which may have been in operation for many years, from one office suite to another, is the compatibility of the respective data formats. Many, if not all, have already seen the need to upgrade their systems frequently due to their heavy utilization of Microsoft Office. This means that for every new computer, a new license needs to be bought. Generally, the cost for updating old

Proprietary

Mozilla's ODF Newsletter

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Spain's Las Palmas' moves 1200 PCs to LibreOffice

The administration of the city of Las Palmas in the Canary Islands is continuing its move on all its desktop PCs, machines and open source office suite to freely used or freely available open source software. In a press release published on 14 June, the city explains that it is currently in the middle of a move to over 400,000 users.

The city administration explains that it can reduce costs of usage, and it even eliminates proprietary software. Public administrators are increasingly turning to LibreOffice, writes the city, "because of its many advantages, and especially its cost savings."

Las Palmas' statement quotes Canarias' chief executive government official involved in the move as follows: "Open technologies are making clear that our alternatives in terms of quality, safety, economy of use and technological independence."

By increasing its use of free and open source, Las Palmas also aims to meet the goals provided by Dennis, the public sector version of the open source. "This breakthrough project of the Spanish government will lead to provide and disseminate open source that is free of doubt."

Las Palmas is the largest city in the autonomous community of the Canary Islands.

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The screenshot shows a webpage from the Swedish National Police (SÄPO) website. The main content is an article titled "The Swedish National Police: How to avoid locking yourself in while saving money". The article discusses the challenges faced by the police in transitioning to Linux workstations, mentioning issues like compatibility with existing hardware and software, and the need for specialized training. The page includes several sections such as "Introduction", "Background", "Successes", "Failures", and "Lessons learned". On the right side, there are two orange buttons: "Report this" and "Subscribe to newsletter". At the bottom left is the LibreOffice logo, and at the bottom right is the number "32".

One of the challenges we have is that these cases are not as well known as they should be. When I talked to people in Helsinki and Tampere I noticed that they hadn't heard of almost any of these cases in Europe. Some had heard of the City of München case, and they were under the impression that the Linux migration there had failed.

Microsoft seems to excel at public relations and their marketing muscle has the power to make any LibreOffice failure well known, while masses of LibreOffice successes go unnoticed by the media. Microsoft can even make successes look like failures, as they tried to do in the City of München case -- which, for the record, is going fine and they have been expanding their roll-out of Linux workstations and those of course also include LibreOffice.

The screenshot shows the LibreOffice website. At the top, there's a navigation bar with links for Home, Download, Features, Get Help, Get Involved, Developers, International Office, About Us, and Security. A banner for the BERLIN 2012 CONFERENCE is prominently displayed. On the left, there's a section about LibreOffice being a free, open-source productivity suite. Below that is a large green button labeled "Download LibreOffice". On the right, there's a call-to-action for donations, a screenshot of the LibreOffice interface, and links for community engagement like IRC and Facebook.

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It is a pity that if somebody visits the current LibreOffice website, there is no case presentations or success stories available. I've also checked the websites of some of the support service provider companies and they are not doing a much better job either.

Microsoft again has done a much better job at listing these cases..

www.groklaw.net/pdf/Comes-9685.pdf

Linux Account Wins/Threats/Losses

Account	Country	Date	No. of PoS	Industry	Disc. Period	Reasons for Weakness
<u>Wins</u>						
Water Purified Gas*	Poland	10/10/2011	?	Public Sector	TOD Standardization	Slow implementation TOD vs. current environmental standards
Environmental Permit Act*	Hong Kong	10/10/2011	?	Public Sector	TOD Standardization	Slow implementation TOD vs. current environmental standards
<u>Losses</u>						
Account Name	Country	Customer Segment	No. of PoS	Industry	Reasons for Loss	Other reasons for loss
Corporate Logistics	Australia	M002	480	Logistics	Cos.	
Dept of Education - Northern Territory	Australia	N001	10,480	Public Sector	Cos.	
Rising Local Govt. Contribution & Contracts	China	Major	2,000	Public Sector	Govt. Endorsement	
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Healthcare Fundamental Research	India	Academic	300	Education	Anti-Mkt	
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Department of General Education	Thailand	M002	1,000	Public Sector	Cos.	
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Oilfield Services	US	M002	100	Public Sector	Cos.	

MS-00-008 000001861464
11084V EXPERTS&TEAMS



34

34

..and this example became public as it was used as an evidence at a monopoly trial in the USA.

For some strange reason the only two successes from Microsoft's side was two cases in Finland, the city of Vaasa and the city of Lappeenranta. In both cases Microsoft marked as the success factor the use of the Total Cost of Ownership argument, abbreviated TOC. Neither of these cities actually did any migration, as their plans where stopped in the planning stage.

Total Cost of Ownership – TCO



Let's think a bit about the TCO argument. It forms the cornerstone of Microsoft's argumentation and we need to help people see through it.

Even though the cases of Vaasa and Lappeenranta are almost 10 years old, Microsoft Finland still has these case studies on their website.

These are highly questionable calculations claiming that TCO for Microsoft products is less than any with any open source option. In fact in Lappeenranta, some years later, they did switch to Linux desktops, but in schools only, and based on the school administrations own calculations the TCO for Linux desktops was 70% less expensive. This seems to happen all the time. TCO estimates done by pro-Microsoft analysts predict huge costs, but cost analysis made afterwards by public institutions themselves looking back on actual costs, show that there are 40-70% of savings in total cost of ownership.

Helsinki migration to LibreOffice: 21,5 million euros



At the end of 2011 the City of Helsinki also made a TCO calculation that showed that the migration to LibreOffice would cost over 21 million euros, spanning a seven year migration period, and using report referencing this calculation the IT department tricked the city board to make the conclusion that LibreOffice is not worth investigating further. Later the IT department of the City of Tampere referred to that same calculation as a motivation to why they don't need to take LibreOffice seriously either and the Tampere City Board swallowed it.

In all of these cases the actual TCO calculation of is secret, so nobody really knows why these calculations ended up with the figures they did. The cities (or the consultants working for the cities) used a proprietary calculation model from the so called research institute Gartner. Gartner considers the calculation model their trade secret and forbids any publication of it. In the case of Helsinki, not even the City Board members have yet had access to the calculation.

So in the end what has happened in Finland is that we've had city council initiatives demanding LibreOffice usage in many of the biggest cities, including Helsinki, Tampere and Turku. All of this initiatives passed the council with clear majority but it seems that the officials working in the IT departments want to continue to celebrate their relationship with Microsoft and the **execution of these initiatives have halted, using the TCO as the excuse.**

fsfe.org/news/2012/news-20120412-02

The screenshot shows a news article from the Free Software Foundation Europe (FSFE) website. The header includes the FSFE logo and a brief description of the organization. The main content is titled "Executive summary and analysis of the Helsinki City and OpenOffice case in 2010-2011". It features a date of "on 2012-01-12" and a note that the document was prepared by the Free Software Foundation Europe (FSFE) for readers who are interested in the City of Helsinki's OpenOffice.org case and how it can be overcome. Below this is a section titled "Background: History of the OpenOffice pilot project" which discusses the initial reason for the project's emergence and the role of the city councilor. The footer includes the LibreOffice logo and the number 38.

38

There is an analysis of the Helsinki case at the FSFE.org if you want to read all the details.

www.gartner.com/id=1389621

Gartner **Gartner for IT Leaders**
ID Number: G00201435

Toolkit: The Cost to Upgrade Microsoft Office or Move to OpenOffice.org

22 June 2010

MARKET RESEARCH

Organizations need to understand the cost to migrate to a new version of Office or OpenOffice.org (and other alternatives) so that they can gauge money available for the project before it begins.

Purchasing this document is fast, easy and secure, but you must be registered with gartner.com so we can track your order. Please select your status from these three choices:

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Registration is required to purchase this document	You or your organization may already have this document. Register now to find it.	Sign in here

 LibreOffice 39 Dirty tactics against LibreOffice in public administration, and how to overcome them

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Gartner **Gartner for IT Leaders**
TD Number: G00201435
Price: US\$7,500.00

Toolkit: The Cost to Upgrade Microsoft Office or Move to OpenOffice.org

22 June 2010
MARKET RESEARCH
Organizations need to understand what it means to move to

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 LibreOffice 40
Dirty tactics against LibreOffice in public administration, and how to overcome them

www.gartner.com/id=1389621

The screenshot shows a Gartner report page. At the top, it says "Gartner" and "Gartner for IT Leaders" with "ID Number: G00201435". Below that is the title "Toolkit: The Cost to Upgrade Microsoft Office or Move to LibreOffice" and the author's name "Michael A. Silver". The date "23 June 2010" is also visible. A sidebar on the left includes "SEARCH THIS REPORT" and "Organizations that mention this document". The main content area has a blue header bar with the text "Purchasing this document is fast, easy and secure, but you must be registered with gartner.com so we can track your order. Please select your status from these three choices:". Below this are three numbered options:

1	2	3
I'm not a Gartner client, and I'm not registered on gartner.com	I'm a Gartner client, but I'm not registered on gartner.com	I am registered with gartner.com
Registration is required to purchase this document.	You or your organization may already have this document. Register now to log in.	Log in here.

At the bottom left is a "LibreOffice" logo, and at the bottom right is the number "41".

We don't have any of the details of the TCO claims, since the Gartner report is secret.

In theory we could get a copy..

[zoom]

..but we would need to pay 7500 US dollars, and that is a barrier we can't justify ourselves to overcome.

I really wonder how Gartner has any credibility left as a research institute if their research is secret, and there is no possibility to do any kind of scientific validation. Also, the latest calculation model used by the City of Helsinki is written by one man alone, Michael Silver.

[zoom]

How come is he supposed to alone be an expert on these issue? What sources did he use? To what extend are any of his conclusions valid?

Gartner

Analyst Profile

 PRINT THIS PAGE

Michael A. Silver
ID: Distinguished Analyst
Published: 01/11/09

Years of Experience
• 18 years in business
• 17 years IT industry

Areas of Coverage
• IT Asset Management
• PCs, Servers & Workstation
• Storage

View Latest Research

Resources
• [Case Study & Whitepaper](#)
• [Contact Details](#)

Role(s) and Responsibilities
Michael Silver has been a principal and research director in Gartner Research, where he is part of the Client Computing group. His areas of coverage include client operating systems, office productivity suites, Windows and other computing-related issues that concern the enterprise. Mr. Silver has also been responsible for developing how to handle the Microsoft Enterprise Agreements.

Previous Experience
Mr. Silver has more than 20 years of experience in the IT industry. Prior to joining Gartner, he spent more than 11 years at IBM.

Professional Background
• IBM, Systems Engineer, 11 year

Education
• M.B.A., Marketing and International Business, Stern School of Business at New York University



Dirty tactics against LibreOffice in public administration, and how to overcome them

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This is his profile at Gartner..

LATEST RESEARCH		» More by this author
TITLE	PUBLISH DATE	AUTHOR(S)
How HMRC's Use of Browder Kick-Started Its Move to Windows 7	26-Sep-2012	David Mitchell Smith, Michael A. Silver
Is Windows 8 in Your Future?	14-Sep-2012	Michael A. Silver, Stephen Kleynhans
Windows 8 Will Be Successful on Touch-Customized Devices, Less so on Others	14 Sep 2012	Michael A. Silver, Stephen Kleynhans
Windows 8 Will Affect Organizations' PC, iPad and Application Development Plans	13-Sep-2012	Michael A. Silver, Stephen Kleynhans, David Mitchell Smith
Microsoft Makes Windows 8A More Compelling for Some, Less for Others	13 Sep 2012	Michael A. Silver, Frances O'Brien



43 Dirty tactics against LibreOffice in public administration, and how to overcome them

...and he certainly is an expert on Microsoft issues, but what about Free and Open Source Software?

techrights.org/2008/03/03/michael-silver-ooxml-shill/



03.03.08 | Microsoft Sends Its Friend 'Analyst' Michael Silver to Rat for OOXML2

→ View in DeepLink | Windows, Microsoft, Open XML at 1:12 am by Dr. Roy Brinkman

Access to the newsletter

"Analysts sell out – that's their business model... But they are very concerned that they never look like they are selling out, so that makes them very prickly to work with."

[Microsoft Internal document](#)

What he disclosed this only one week ago. The following new example will be joining many other examples [1, 2, 3, 4] and compelling proof that especially high-profile phenomena called "sell out analysts", mentioned last year:

Noncompeting information Michael Silver, that I do not seem interested who they try to impress around the office.

Post Author
[Dr. Roy Brinkman](#)
 9
Categories:     
[Supporting the Efforts](#)
[Daniel Bader](#)

[Spread That Word](#)


I Googled this name and it turns out he has been accused of favoring the Microsoft OOXML standard over the Open Document Standard used by LibreOffice, IBM and almost all other office suite vendors today.

Buy Vista or die

[...]

Gartner research vice president Michael Silver said that outfits have delayed their Vista migrations to the point of stupidity and now some are considering late 2008 or even 2009, while others will skipping the OS completely.

<http://www.theinquirer.net/gb/inquirer/news/2007/12/07/vista-die>



Dirty tactics against LibreOffice in public administration, and how to overcome them

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He is also quoted to have said that all who skip Vista and upgrade XP to the Windoes version after Vista are idiots. It seems this Mr. Silver surely had a bias towards making any alternative to Microsoft Office look bad.

This surely enough evidence to seriously question the validity of this type of unscientific analyst sources.

Just think about it. How on earth can Gartner's calculation show that the migration to LibreOffice would cost the City of Helsinki 21 million euros? And the report from the City of Helsinki even states that they were conservative using the Gartner model, not including all possible costs. Among others we know that this figure did not include any estimates on what support contracts for LibreOffice could cost, thus the 21 million consists purely of exit costs caused by escaping the Microsoft Office lock-in. And yet it is 21 million euros?

This is a huge gap to any figures presented in the European case studies at Joinup or compared to the Ministry of Justice in Finland. Surely there are some Helsinki specific differences, but they can't amount up to a tenfold cost compared with the Ministry of Justice in Finland.

If we think about the success factors at the Ministry of Justice, one very central piece was this.

Uutiset

- Naiset taidehallituksen huoneissa johtavat teatterit
- Liberaan hallituksen pääministeri valittiin
- Aiempi Uusi-Uudenmaan maakuntapäivät järjestettiin?
- Päätös uudesta tullijalka-palvelussa määritellään
- Tulevatkin Windows 8:n tilille uudet ohjelmat
- Sony suostuu PSD-tiedostimien luovuttamiseen identiteetille
- VPK hentaa tänään kahdeksan laitosta
- Suomi välttyy pääministeriuudistusta
- Natura-nuorten uusi vuosittainen
- Helsingin kaupunki kutsuu Maa- ja luonnonvarain varatuksia
- Microsoft painosti ministeriötä OpenOffice-hankkeessa**
- Ehdotus: Rautakauppa toteuttaa uuden työpaja
- Uusi ministeri hallitustenvälinen yhteistoimintapoliittinen ryhmä aloittaa toimintansa
- Suomi: uusi 100 vuoden tulevaisuuden politiikan sovitusprosessi
- Suuri yhteys - halutaan uudelleentunnistettavaa ja kannustavaa

Suomi-soita

Merkkitekijäoikeusjulkaisuja
Avitiedostojen ja tiedostojen [lisätiedotit](#)



Etsi tietotekniikkaa
Uutisjulkaisut
Käytäntö
Käytäntökeskus
Lett, Palvelut

UUSI LIHII | |

Tietotekniikan ja tietokoneiden urheilijoiden ja ammattilaisten seura

Microsoft painosti ministeriötä OpenOffice-hankkeessa

2010-01-19 0 | 30 | 0 | All Galleries



Päivämäärä: 20.1.2010 klo 14:28:00 Otsikko: Microsoft painosti ministeriötä OpenOffice-hankkeessa

Uutisosoite: [http://www.tietotekniikanurheilijoidenseura.fi/tietotekniikanurheilijoidenseura/2010/01/19/microsoft-painosti-ministerioita-openoffice-hankkeessa](#)



LibreOffice

Dirty tactics against LibreOffice in public administration, and how to overcome them

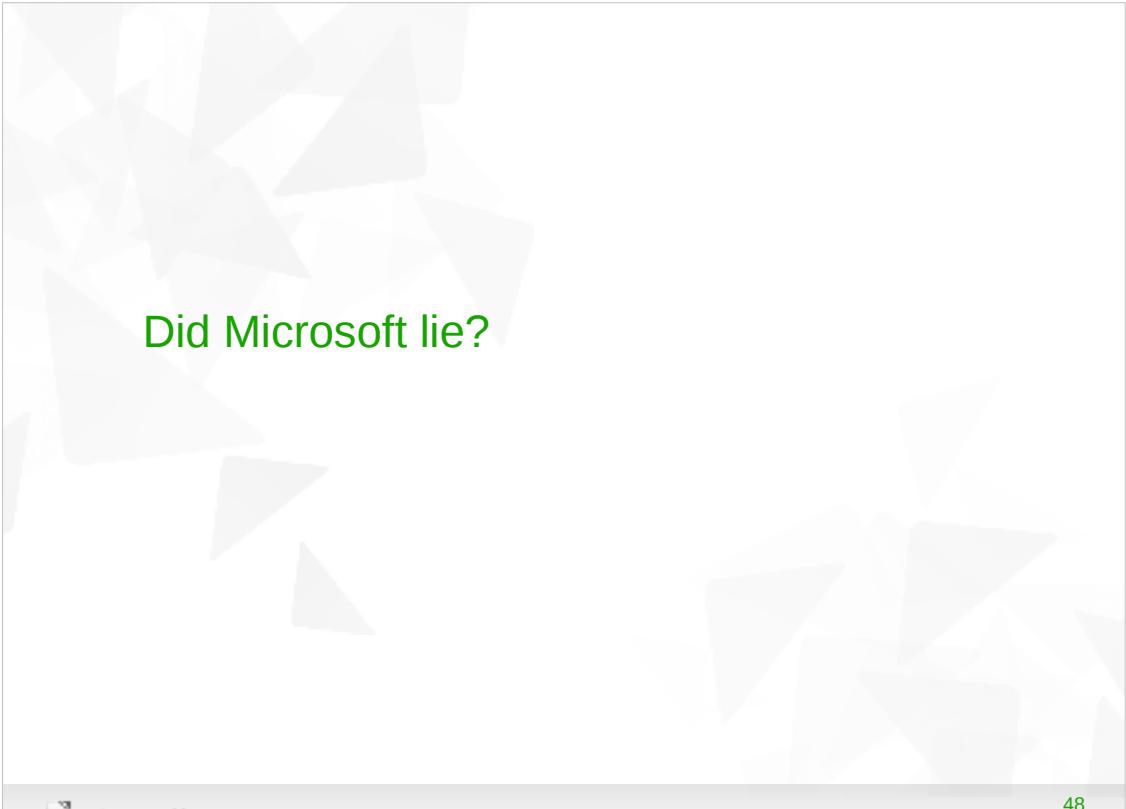
The CEO of Microsoft Finland approached the highest officials in the Ministry of Justice. First Microsoft offered to cover for the Microsoft Office training costs, but when that didn't catch on, they delivered a 28 page report that questioned the calculations and conclusions done by the ministry's own IT staff.

But the highest officials backed their IT staff and did not give in for Microsoft's demands. Later Microsoft also offered to pay the cost for an "independent" TCO study, but the ministry declined.

47

The Ministry of Justice didn't accept Microsoft's offer to sponsor them a so called "independent" study and calculation of costs.

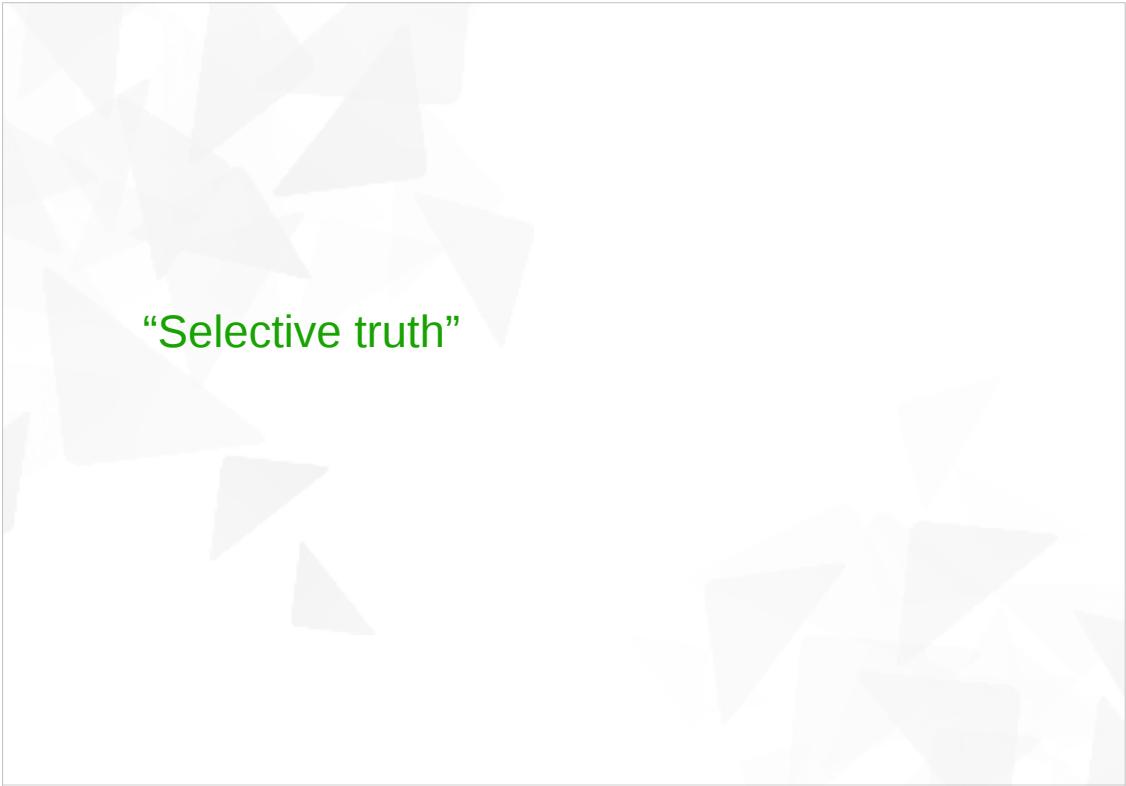
If you want to do an successful LibreOffice migration and save your agency millions of euros, you must have the support of the highest ranking officials in the organization. Otherwise Microsoft will just take them golfing or whatever and show them figures that sound credible, but that are nothing more than a carefully crafted deception designed for just one purpose.



Did Microsoft lie?



No, Microsoft just selects the part of the story they want to tell and leave to others the job of filling the gaps. Microsoft spokesmen are trained to never lie. They leave that job to their partner companies to do.



“Selective truth”



But you can't call Microsoft's version of the story true either. They are trained to tell what is called 'selective truth'.

you've got a major win on your hands.

- Finding a reviewer is key to setting up a stacked panel. The best sources of pliable panelists are:
- Analysts: Analysts will cut - that's their business model. But they are very concerned that they won't like the guy attacking them, so can make them very friendly to work with.
 - Consultants: These guys are your best bet as an audience. Get a well-known consultant on your side early, but don't let him publish anything blatantly pro-Microsoft. Then get him to present some of it to the audience regularly as moderator, whenever a panel opportunity comes up. (Same as with lawyers, but apparently independent, or it'll be accepted...we're not being forthrightly transparent about this!)

Understanding biases on every sub-issue is critical to the success of the Slog. We need to know who from different areas are different, and who are the ones that think there are always reasons of honesty, fairness, etc., or that we can find ways to split our group. Reading the trade press, talking to congressional, think tank conferences, and (above all) talking to DDCM is essential to gathering this intelligence.

This is a very tough phase of evangelism. You'll be pulled in every direction at once, undermined by other opposition leaders and others like us, supported by your Tech A/BVs and preferred by every other DSV that wants to become a Tech A. Management will want to know right now what you're going to report at next board meeting/quarterly review meeting. DSV, some PMs over in Consumer will demand that you drop everything to go talk to an SVP in User Strategic, that's it by god all college chairs of the Competition will make massive announcements, so through their techs, and generally try to screw you just as bad as you are trying to screw them.

Of course, if you are very, very lucky, there will be an opposition to your technology. But this is almost never the case. DRAFTed in DRAFT, GILE had its ODF, DCOM has its OOXML, MAPI has its VBA, etc., etc. The existence of a Microsoft technology nearly guarantees that a competing technology will spring into existence overnight, backed by an impressive smattering of Microsoft competitors which have decided to drown you another line in the fluff ("If we don't stop Microsoft, then their empire is going to rule over the whole world").

Without a competing technology to fight, you just beat everything over to MSWord, give your Tech A/BVs a PPT, and add a new technology to evangelize. But that takes most of the fun out of the game. ☺

A: Final Remarks

Evangelism of a given technology usually ends with the final, shipwreck vision of that technology. One last big press event, with dinner, a testimonial, press releases, etc., is often called for, showcasing the eggs that are shipwrecked for customers to see using them. In the face of strong competition, Evangelists:

NB-FCA 1513194
MSWORD2007&FORMAT

Unpublished Information / Non-public

Attorney Confidential

Page 16 of 22

you've got a major win on your hands.

Finding a moderator is key to setting up a stacked panel. The best sources of pliable moderators are:

- Analysts: Analysts sell out – that's their business model. But they are very concerned that they never look like they are selling out, so that makes them very prickly to work with.
- Consultants: These guys are your best bets as moderators. Get a well-known consultant on your side early, but don't let him publish anything blatantly pro-Microsoft. Then, get him to propose himself to the conference organizers as a moderator, whenever a panel opportunity comes up. Since he's well-known, but apparently independent, he'll be accepted – one less thing for the constantly-overworked conference organizer to worry about, right?

competitive technology will spring less resistance over time, backed by an impressive association of Microsoft executives who have decided to do whatever it takes ("If we don't bring Microsoft down, then there's no point to rule over the whole world").

Without a competing technology to fight, you just beat everything over to MSWord, give your T-1 lines to PPT, and add a new technology to everyone. But that takes most of the fun out of the game. ☺

A: Final Rehearsal

Rehearsals of a given technology usually ends with the final, showy misuse of that technology. One last big press event, with dinner, a television press conference, etc., is often called the "showcasing for the eyes that are watching for and can witness how awfully they're using them." In the face of strong competition, this goes like:

N5-ECA 1513194
MSWORDSHOWDOWN

Unpublished LibreOffice Version

Attorney Confidential

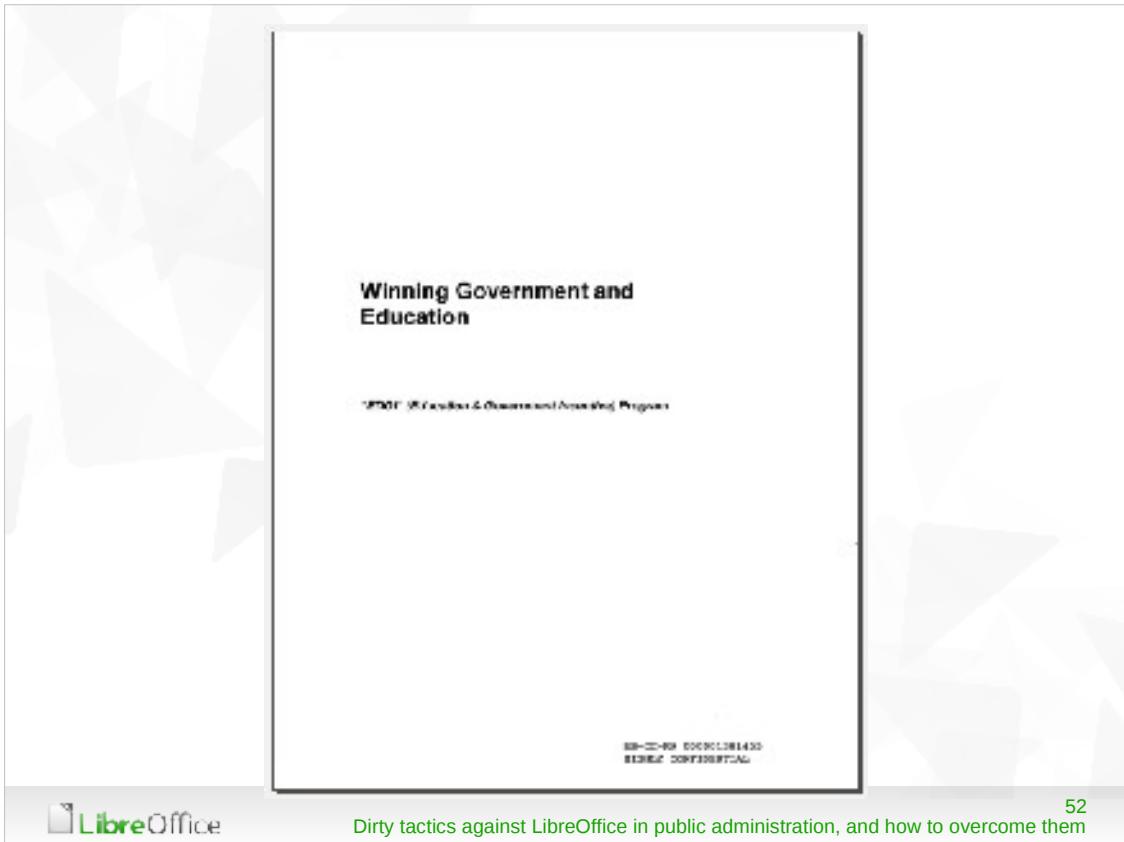
Page 16 of 22



This is another document from the Comes vs. Microsoft monopoly trial. It is from an internal marketing training material and shows what kind of tricks they recommend at Microsoft.

[zoom]

Let's have a look at the same Microsoft document I presented you earlier.



This document includes a description of Microsoft's Education and Government Incentives Program, abbreviated EDGI. It is a special fund inside Microsoft that local Microsoft branch managers can draw funds from to fight Linux. The slogan goes "Never loose".

Example scenario:

The government of "X" is advocating using open source for all government-funded computers in order to keep "X" dollars inside the country and save the taxpayers millions of dollars. They are therefore looking at rolling out 50,000 PC's with Linux to all their K-12 schools and run StarOffice for free or a locally-purchased package that they can purchase for \$5/desktop.

After extensive selling by the local MS account team, including the country GM, to convince them of the higher value, lower TCO, and overall advantages of the Windows-based ecosystem in their country, the government still maintains that while there might be some premium attached to our software, it's not enough to justify the investment and they will stick with their plan to go open source across all schools.



Here is a little about the mindset they have.

Who ultimately approves EDGI funds? The WW Area VP's (Kevin Johnson, Jean-Philippe Courtois, Michael Rawding). Before EdSG approves the funding, we will make sure VP approval has been obtained.

How does this Impact the subsidiary financially? What about my quota? We are still working out reporting and accounting issues. At a minimum you can expect the following:

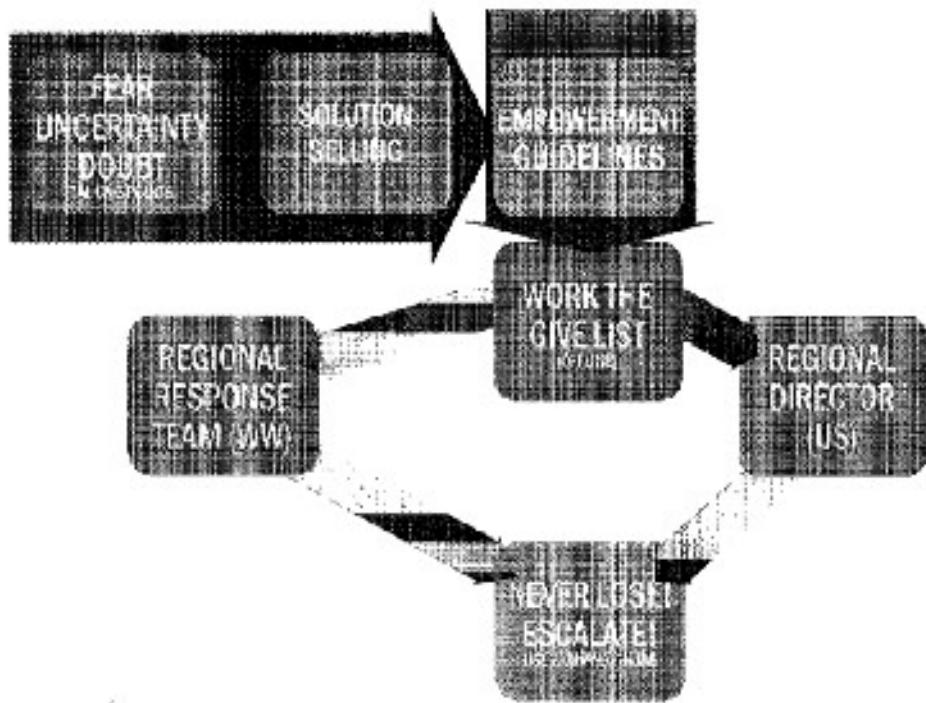
- Review at MYR to ensure the deal ended up being net positive for Microsoft
- Subsidiary (and sales team) should only expect revenue credit for the net impact of the deal, i.e. If we do a deal that generates \$600k in OEM Windows Revenue and \$500k in MS Office revenue, but we had to invest \$250k back into the customer, then the sub would only see \$750k total revenue credit. Also the rep responsible for the account should only expect to receive credit for net revenue after the investment.
In other words, we still have to meet our revenue targets, so we should only use this if it means that we would not normally have seen the revenue as it would have been lost to Linux or another low-cost competitor.

Can I use this money to fund pilots, or other pre-sales activities? EDGI funds are only disbursed after the OEM revenue is recognized. This is not to be used to support pre-sales activities. Pre-sales activities such as pilots, architecture assessments, etc. should be funded through BIF. EDGI is neither a replacement nor an extension of BIF.

I cover government accounts, also. Can I use EDGI for those accounts? While it is expected that the majority of EDGI deals will be government-driven education deals, EDGI can be used for government-only deals if appropriate.

Is EDGI just for developing countries? What about developed countries? While it is expected that this is a larger issues in countries that have extremely limited resources available, EDGI can be used in both developed as well as developing countries.

This is just an example showing how well managed Microsoft is.





The same document also recommends using the Fear, Uncertainty and Doubt tactics at Microsoft, to stop customers from switching to Linux or LibreOffice (at that time called StarOffice).

[wikipedia.org/wiki/Fear,_uncertainty_and_doubt](https://en.wikipedia.org/wiki/Fear,_uncertainty_and_doubt)

[Contemporary examples](#)

[edit]

[Microsoft](#)

[edit]

Although originally associated with IBM, from the 1980s on the term became most often associated with software industry giant Microsoft. Roger Irvin said:^[13]

- 66 Microsoft soon picked up the art of FUD from IBM, and throughout the 90s used FUD as a primary marketing tool, much as IBM had in the previous decade. They ended up out-FUD ding IBM themselves during the OS/2 vs Win3.1 years.

99

The leaked Internal Microsoft "Halloween documents" stated "OSS [Open Source Software] is long term credible... [therefore] FUD tactics cannot be used to combat it."^[14] Open source software, and the GNU/Linux community in particular, are widely perceived as frequent targets of Microsoft FUD:

- + Statements about the "viral nature"^[15] of the GNU General Public License (GPL).
- + Statements that "...[if] OSS [is] free and open source software] infringes on no fewer than 200 Microsoft patents," before software patent law precedents were even established.^[16]
- + Statements that Windows has lower total cost of ownership (TCO) than Linux, in Microsoft's "Get-The-Facts" campaign. It turned out that they were comparing Linux on a very expensive IBM Mainframe to Windows on a PC.^{[17][18]}
- Statements that "If an open source software solution breaks, who's gonna fix it?"^[19]



Dirty tactics against LibreOffice in public administration, and how to overcome them

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Fear, Uncertainty and Doubt is abbreviated FUD and if you look up the definition in a dictionary, you will find Microsoft.

The FUD tactics has been used by Microsoft for a long time, but it is still seems to work and we need to tackle it better.



- “licence cost only 7,5 %”
- “labour biggest source of costs, and since MS has the most productive tools according to Forrester research, MS has lowest TCO”
- “MS provides 24/7 support while nobody provides support for OpenOffice”
- “Barcelona, DoJ Belgium and Amsterdam failures”

One of the main arguments that I've seen used by Microsoft spokesmen over and over again is, is that even though the licence fee makes Microsoft the more expensive option, the licence fee is only a small part of the total IT budget and it does not really matter. What these spokespersons leave untold, is that the license of the platform creates a major lock-in situation, that actually controls all other costs too.

Helsingin kaupungille tarjoamanime premier-tukipalvelun hinnottelu

Seuraavassa taulukossa on esiteltty tukipalvelun ja konsultointipalvelun hinnottelu.

Helsingin kaupungin tukipalvelut - vuosi 2010 - SUMMA		
Premier Support Services	Tilaisuuden tilapäisen tukipalvelun	512
	Tilaisuuden tukipalvelun julkaisu, M-kirjeistä	140
	Tilaisuuden tukipalvelujen	46 750
Consulting Services	Tilaisuuden tukipalvelu	500
	Tilaisuuden tukipalvelu	46 000
Total cost for Premier Support and Consulting Services included		46 250
Helsingin kaupungin Premier Support Services - vuosi 2010 - SUMMA		
Premier Support Services	Tilaisuuden tilapäisen tukipalvelun	212
	Tilaisuuden tukipalvelut (julkaisu, M-kirjeet)	120
	Tilaisuuden tukipalvelujen	71 340
Consulting Services	Tilaisuuden tukipalvelu	200
	Tilaisuuden tukipalvelu	66 000
Total cost for Premier Support and Consulting Services included		66 200
Helsingin kaupungin tukipalvelut - vuosi 2010 - SUMMA		
Premier Support Services	Tilaisuuden tilapäisen tukipalvelun	512
	Tilaisuuden tukipalvelun julkaisu, M-kirjeistä	140
	Tilaisuuden tukipalvelujen	72 504
Consulting Services	Total consultancy hours	200
	Total consultancy costs/year	62 200
Total cost for Premier Support and Consulting Services included		132 704

Helsingin Kaupungille tarjoamanime premier-tukipalvelun hinnottelu

Seuraavassa laulukossa on esiteltty tukipalvelun ja konsultointipalvelun hinnottelu.

**City of Helsinki
Microsoft Premier Support:
1926 man hours
395 000 €
205 €/h**

Consultancy Services	Total consultancy hours	300
	Total consultancy cost/year	61 200
	Total cost for 'Premier Support and Consultancy Services' YEAR 3	183 704



Dirty tactics against LibreOffice in public administration, and how to overcome them

60

For example City of Helsinki was forced to buy 1900 hours of support services from Microsoft to the price of 205 €/hour. These would never happen in a competed market

Also Microsoft spokespersons claim that organisations using Microsoft products are much more productive than those using other products, thus the added productivity saves more man-hours of work than what the Microsoft premium costs. And the claim that Microsoft users have the best productivity is based on research done by an independent research institute. Does anybody want to make a guess what the name of that institute is?



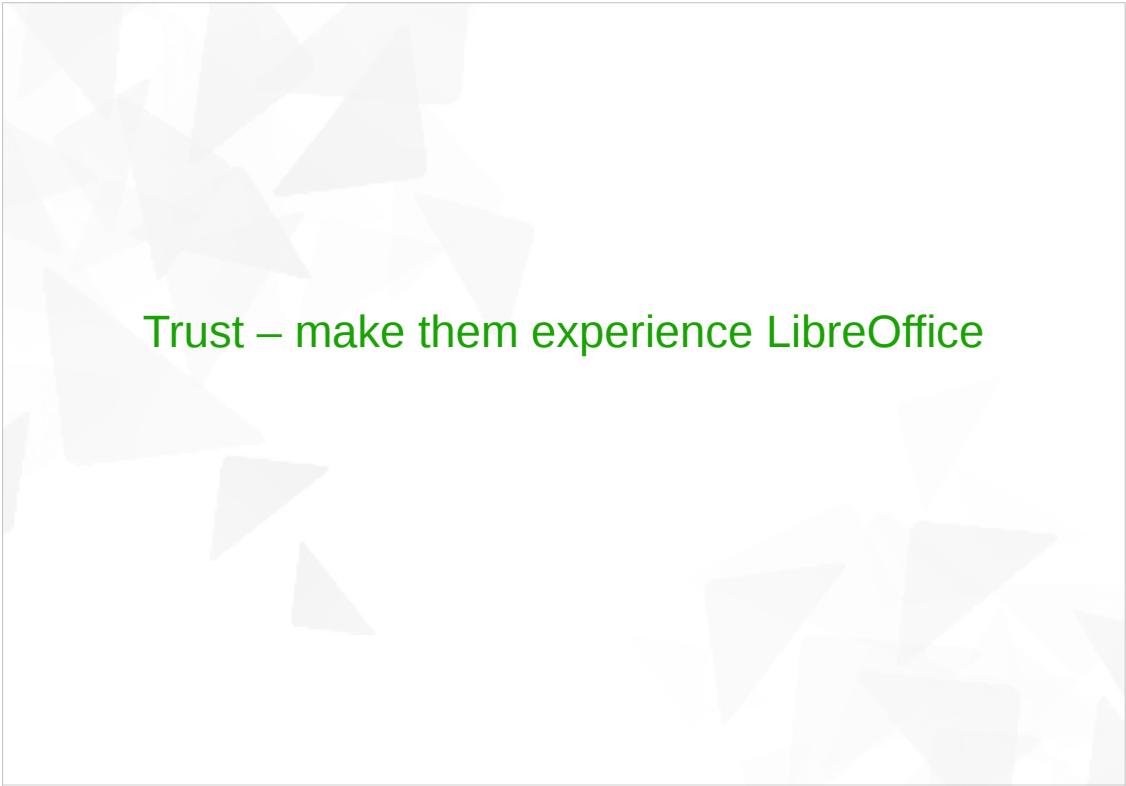
TFC



Now it is time to welcome TFC

FUD → TFC

fear → trust
uncertainty → facts
doubt → confidence



Trust – make them experience LibreOffice



There are still surprisingly many who have not tried LibreOffice themselves, or who might not even heard much about LibreOffice before. Give LibreOffice to individuals and help them try it on their own computers. Install LibreOffice as the secondary office suite in organizations to allow the personnel to try it out.



Personally I've been doing this VALO-CD-project in Finland, which I use to distribute among others LibreOffice to people who distrust downloading stuff of the Internet and think that proper software comes in a box. I will give out a few hundred of the English version here, and you can come and pick some if you want after the talk.

Trust needs time



Another thing about trust is that also needs time to develop. The fear of the unknown will go away once people have first hand experience of LibreOffice. But only if people experience LibreOffice for a several years, even if it is only their secondary office suite, then also their fear for the community behind LibreOffice will diminish.

Sometimes it also happens that Microsoft makes a mistake and turns fear against themselves. For example in Helsinki, after the city council initiative to investigate LibreOffice had been made, a senior Microsoft executive contacted the author of the initiative, Johanna Suomuvuori, who was not only a Helsinki city council member but also at that time a Member of Parliament in Finland. The Microsoft spokesperson requested to get an audience as soon as possible. Sumuvuori was baffled about their attitude but did manage to make room in her schedule to have a meeting. When the Microsoft spokesperson came to the parliament he had three pages of paper with him. It was a version of the city council initiative, with every paragraph annotated with a pro-Microsoft arguments trying to prove the whole initiative false. This only reinforced Sumuvuori's hunch that she was onto something big and she started pushing the execution of the initiative harder.

Facts:
case studies
academic publications
scientific cost model

This should be relatively easy. The Document Foundation needs to publish case studies, academic research and a scientific cost model. The former two already exist, they just need to be summarized at the LibreOffice website or some other prominent place. There are also some cost models, but they need to be fine tuned and made into an online calculator that is easy to use and that of course has the source code and calculation model publicly available.

Confidence – Made a personal connection

This is the hardest part. I think the only way to gain confidence is to make a personal connection. You have to put yourself as a person on the line and allow for confidence to grow. Those who learn to know you and respect you, are also likely to have confidence in your recommendations and opinions. And to make a good personal connection you need to meet people in real life, talk with them, meet them over lunch or for example organize some joint event or something.

Even though many technical developers might not love the idea, we do need sales people. Sales people know how to build confidence. Unfortunately I don't know in Finland a single case of some kind of LibreOffice salesman meeting a public sector representative and telling what kind of services the support vendors in Finland could provide.

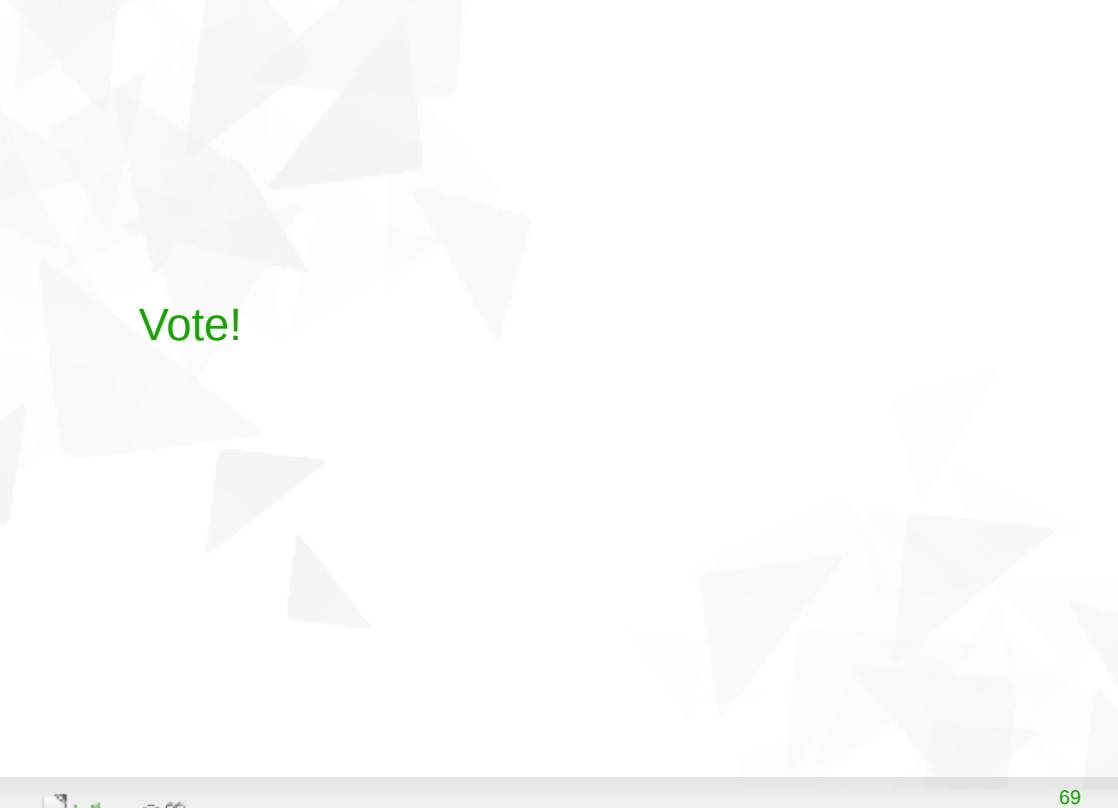


Trust
Facts
Confidence

TFC



Hands up, how many of you think that this makes sense?



Vote!



We also have a tool that Microsoft does not have. We have democracy. We can vote and influence how our tax money is spent. Next time there are elections in your country, remember to check the stance on this issue from your candidates. FSFE works with collecting this data, you might want to check the "Ask you candidates" -campaign at the FSFE.org website.

Critical mass



When I read these internal Microsoft documents that have become public via the monopoly trials. I can clearly see that they are very afraid of Linux and LibreOffice gaining so called critical mass. Nobody knows how big the mass needs to be to become the tipping point, but it certainly does not have to be a 50% market share. If we look at Firefox that in Europe reconquered the market back from Microsoft Internet Explorer and made the web an innovative place again, I'd say the tipping point was somewhere around 10%. Apple computers has certainly gone very fashionable and still if you count it's popularity in terms of market share of desktop computers and laptops, it is just around 10%.

StarOffice, OpenOffice and finally LibreOffice has gone a long way to reach where it is today. Some certainly hope that it would have gone further by now. But history does not dictate the future. The speed is bound to become faster from now on, and I believe the download figures at LibreOffice.org proves that.

I believe we are close to critical mass, we just need to push a little bit more and we will see the gates flood.

Let's work so that by the time of the next LibreOffice conference, in choosing LibreOffice does not constitute a risk to the decision maker's career, but is the expected thing to do all around Europe and *not* migrating to LibreOffice will need to be justified.

Thank you!



FSFE also has a lot of important work going on related to software patents, open standards, public procurement and other stuff which I just could not fit into this presentation, so please read more at FSFE.org. And while you are at it, please also sign up as supporters, thanks!

This presentation will also be available at FSFE.org later today.