



Running a business

- the Linux Open Source way

LinuxSA presentation
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overview

Can Linux and Open Source be used to run a business?

- background
- business needs
- the case for Linux and open source
- demonstrations
- lessons learnt







background

personal
company

- 23 years in software engineering
- “Grew up” with Unix (since 1987)
- CSC: (1985–88 / 1990–2004)
 - Software – Systems – Management
 - Major defence projects
- Davtec: (Since 2004)
 - Entrepreneur – Consultant





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background

personal
company

- Davtec:
 - IT and SW development company
 - Range of services:
 - Systems and Software Engineering
 - IT solutions consulting and support
 - Accounting services
 - Set up from scratch
 - Heavy use of Linux





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business needs


- Information Systems:
 - Secure access to company resources
 - Email
 - Backup
 - System Administration
- Sales and Marketing
- Finance
- Quality
- Operations / Delivery
- Administration and Facilities





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the case for Linux and open source


- Reduced cost of ownership
- Flexibility and choice
- Open v Proprietary tools





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demonstrations

- Information Systems
- Sales and Marketing
- Finance
- Quality
- Operations / Delivery
- Administration and Facilities





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domain controller

IS
Sales
Finance
Quality
Operations
Admin

- Secure access to resources
 - Samba / OpenLDAP / Kerberos
 - Pretends to be Windows server
 - Login accounts
 - Network shares with permissions
 - Beware openldap and bdb issues




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email

IS
Sales
Finance
Quality
Operations
Admin

- qmail / SpamAssassin / ClamAV
- Squirrelmail





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backup

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Finance
Quality
Operations
Admin

- custom scripts
- network drives
- dump





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system administration

IS
Sales
Finance
Quality
Operations
Admin

- OpManager**
<http://www.opmanager.com/>
- Not "Open Source"
- "Free Edition" – up to 10 devices
- Poll or SNMP Trap
- Email notification
- Postgres database




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client relationship management

IS

Sales

Finance


Quality

Operations

Admin

- **Sugar CRM**
<http://www.sugarcrm.com/crm/>
- Leads / Contacts / Accounts
- History / Pipeline
- Calendar / Email
- Marketing Campaigns




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timesheet system

IS

Sales


Finance

Quality

Operations

Admin

- **Journyx**
<http://www.journyx.com/>
- Not "Open Source", but "Open API"
- Free up to 10 staff
- Reports used to generate invoices




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quality management system

IS

Sales

Finance


Quality

Operations

Admin

- Twiki
<http://www.twiki.org/>
- Security / contributions
- Processes
- Knowledge base
- Plugins
 - Actions
 - Group calendar
 - Freeming (not quite there yet)




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operations / delivery

IS

Sales


Finance

Quality

Operations

Admin

- Project Management
- Source Control
- Issue Tracking
- Source Documentation





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project management

IS
Sales
Finance
Quality
Operations
Admin

- **dotProject**
<http://www.dotproject.net/>
- Multi-user / Multi-project
- Good task tracking and logs
- Good support





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source control

IS
Sales
Finance
Quality
Operations
Admin

- Subversion (SVN)
<http://subversion.tigris.org/>
- WebSVN
<http://websvn.tigris.org/>
- Tortoise SVN Windows client
<http://tortoisesvn.tigris.org/>






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issue tracking

IS
Sales
Finance
Quality
Operations
Admin

- **Eventum**
<http://eventum.mysql.org/>
- MySQL developers
- Multi-User, Multi-project
- Integrates with SubVersion






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documentation

IS
Sales
Finance
Quality
Operations
Admin

- Doxygen
<http://www.doxygen.org/>
- C/C++/C#; Java, Python and others
- Coded comments
- Dependency diagrams




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VOIP Telephony

IS

Sales


Finance


Quality

Operations

Admin

- Asterisk based
 - <http://asterisk.org/>
 - Configuration quite complex
- PHP interface
 - Internally developed
 - Simple API to Asterisk
 - Ease configuration




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lessons learnt

Advantages

Disadvantages

Tips

- Total cost of ownership:
 - Windows:
 - Higher costs up front / Lower support costs
 - Standard installations
 - Level 0 / 1 / 2 support
 - Lower issue resolution time
 - Linux:
 - Lower costs up front / Higher support costs
 - Many configurations
 - Level 1 / 2 support
 - Longer issue resolution time




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lessons learnt


Advantages

Disadvantages

Tips

- Scales well
- Makes good use of hardware
- "Feels right" – opens competition




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lessons learnt

Advantages

Disadvantages

Tips

- Significant learning curb
- Not the industry standard
 - Interaction with other businesses
 - Documents
 - Spreadsheets
 - PDFs
 - Staff knowledge
 - Windows
 - MS Office
 - Outlook




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lessons learnt


Advantages

Disadvantages

Tips

- Choose stable platform
 - RHEL / CentOS
 - No auto-updates (yum nightly)
- Match the tool to the job
 - Linux for web services
 - Standard LAMP platform
 - Windows / MS for file services
 - Network file access
 - Groupware: Mail / Calendar




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lessons learnt

Advantages

Disadvantages

Tips

- Why choose? Virtualise!
 - VM Ware Player / Server
 - Not Open Source, but free
 - Ready-made appliances
 - Development environments
 - Test environments
 - LAMP environments




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thank you

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