How best to migrate to LibreOffice

By Andras Timar
Collabora Productivity

@CollaboraOffice +Libreoffice-from-collabora

About Collabora

Collabora Ltd.

- Leading Open Source Consultancy

- 10 years of experience. 90+ People.

Collabora Productivity Ltd.

- Dedicated to Enterprise LibreOffice (Collabora Office)

- Provides Level-3 support (code issues)

- Architects of LibreOffice Online

Why Migrate ?

*It is possible to migrate to a LibreOffice based product, **saving money**, future proofing documents, and using cost savings to **improve staff** training & productivity & **business-process***

Some advice from TDF

Why not just use LibreOffice for free ?

*"The Document Foundation **encourages** large organizations deploying LibreOffice to do so in conjunction with a **support partner**, who can carefully assess specific requirements, help **manage migration** and **provide bespoke fixes** for identified issues. Purchasing LibreOffice support from a TDF partner also provides enterprises with an indirect means to **contribute financially** to the project, thereby **funding its development**, improving its stability, and accelerating its growth."* *cf. release-notes*

Recommended – use Certified Professionals

This is an OpenSource code-base: DIY is possible !

- As with Home Electrics, and/or self Gas Boiler maintenance
    - There are some risks... you may even be required to have professional supervision / sign-off ... professionals unlikely to help fix your mess for free.

Get expert help:

- Certified developers with Long Term Supported versions:

    https://www.documentfoundation.org/gethelp/developers/

- Certified Migrators

    https://www.documentfoundation.org/gethelp/migrators/

- Certified Trainers

    https://www.documentfoundation.org/gethelp/trainers/

Technical support levels

- Level 1 support – basic support and troubleshooting

- Level 2 support – power user level, configuration issues

Outsourced to Partner or handled internally by the Customer

- Level 3 support – resolution of the issue requires fix at the sorce code level, PTF (program temporary fix) build provided

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L3 issue life cycle

- Confirmation, first evaluation

  - Depending on SLA, typically within 24h

- Fix in source code, PTF build provided

  - Depending on complexity and urgency, few days or weeks

- Fix in next **Collabora Office** release for all **Collabora customers**

  - Up to 1 month

- Fix in upstream LibreOffice release for everyone

  - **Up to 6 months!**

Preparation & Piloting

Things that don't work:

- *"I've installed LibreOffice as well as MS Office
   please try it and tell me if you have issues, we switch next month"*

Instead

- Ask teams for templates & frequent documents

      → test these for interoperability

         Either mend documents yourself; or get interop. Fixes

Pilot inside teams

- The Technical Wizard is prolly not the best pilot target

- Add the least technically savvy person in each group too.

Cost / Benefit - Improving your documents

Templates with issues

- Large extant document set
  with potential problems.

- Legacy documents used regularly

- Significant win from interop. Fix

  → File ticket
  → Deploy fix

Individual, not widely used documents

- Fix the templates going forward ?

- Fix the existing used documents in-house.
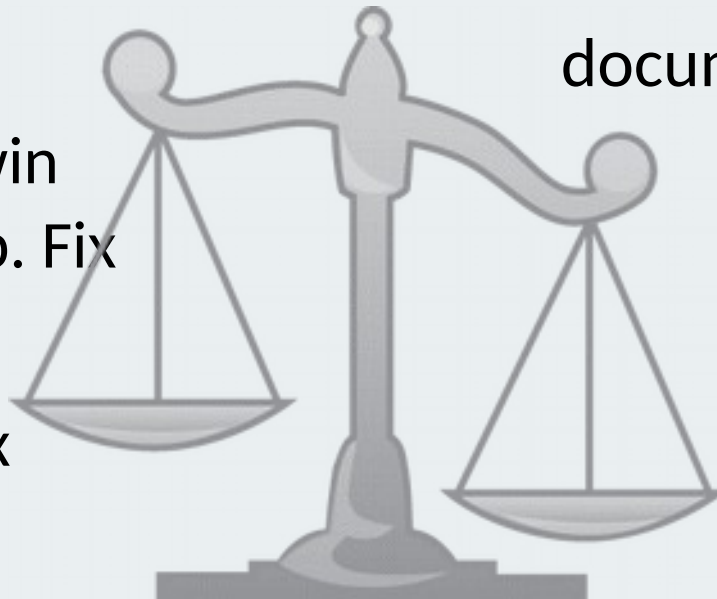
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Collabora Office in SEHSCT*

* South Eastern Health and Social Care Trust

Project goals and expectations

Project background

- In 2014/15 the HSC agreed a new Enterprise Agreement with Microsoft for all Trusts which covered a range of software but largely excluded Microsoft Office

- Due for renewal in 2018 and spend estimated up to £60m for HSC

- Microsoft license per user is £145 per year

Cost saving

- In June 2015 Crown Commercial Services agreed an MOU with Collabora Productivity Ltd. permitting all UK public sector organisations to install Collabora GovOffice

- Annual subscription for Collabora GovOffice: £39,000 for 6,500 users

- Annual Level 3 Code Support Contract: £20,000

- Total cost: **£59,000**

Compare to:

- MS licence per year: £145 × 6,500 users = **£942,500**

  - Without Level 3 Code Support Contract

Collabora GovOffice – reducing risk

- Backed by a reputable UK company – Collabora

- Largest Group of Certified LibreOffice Developers anywhere

- Long term support

- Helpdesk / OTRS issue tracker / SLA

  - Issues are acknowledged and fixed in a timely manner

- Product management interaction

  - Bi-weekly calls to co-ordinate

  - New features:

    SharePoint lists, Watermarks, Writer as Mail Merge Data Source, COLEAT, Pivot table interop, Redaction, Interoperable text based form fields, etc.

Our migration advice:
If you only remember one thing …

Segment the users ❌

MS

'normal users'
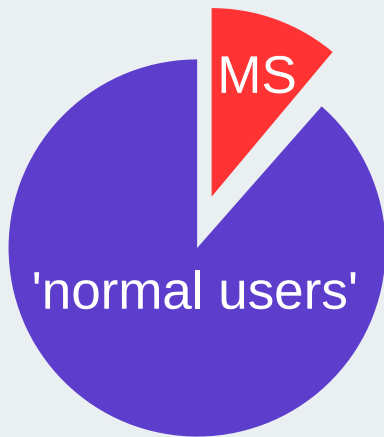
This can cause a disconnection between areas within an organization.

<u>Everyone</u> installs Collabora Office / GovOffice, to build in compatibility and interoperability. ✔

Proprietary

Step down the use of proprietary licenses as any enterprise agreement allows.

Crucially, from day 1, all proprietary users set **ODF** as their default save setting and any proprietary format anomalies are handled as part of the migration plan.

Unfortunately – stuck with MS formats …

**Reading these recommendation:
is recommended**

"Migrating to LibreOffice for Enterprises and Public Administrations"

https://wiki.documentfoundation.org/images/3/3c/EN_Migration.pdf

"LibreOffice Migration Protocol"

https://www.documentfoundation.org/assets/Certification/tdf-migrationprotocol.pdf

Case study

- Written by Collabora

- Available at request at
  https://www.collaboraoffice.com/case-studies/

- We have encountered a few technical challenges, however, these are routine in any migration on this scale.

- We are solving these challenges as they are reported, and what is emerging is a highly functional system at a small fraction of the cost of similar services using Microsoft Office.

In your migration you will have trouble, don't worry– Collabora will defeat them with you

Interoperability corner cases you can find if you try.

About 30 interoperability bug fixes during the past year

List is too long to show them all...

Product Management interaction:
some fruit ...

"where is the roadmap" ...

"Unfloat table" button

Tables in a Word document that can "float" (text can wrap around them) and at the same time can span across multiple pages if they have enough content. LibreOffice can have TextFrames (containing tables) where content can wrap around them; it can also have tables that span across multiple pages – but not both at the same time.

Interoperable text based form controls

Legacy controls

- Checkbox

- Dropdown

- Edit box

Content controls

- Date field (with date picker)

New, MS Office compatible Form menu

Collabora Office Writer
General
View
Formatting Aids
Grid
Basic Fonts (Western)
Print
Table
Changes
Comparison
Compatibility
AutoCaption
Mail Merge E-mail
▶ Collabora Office Writer/Web
▶ Collabora Office Base

~~Expand word space on lines with manual line breaks in justified paragraphs~~

☐ Protect form

☐ MS Word-compatible trailing blanks

☐ Tolerate white lines of PDF page backgrounds for compatibility with old documents

☑ A database field (e.g., MailMerge) with empty value hides its paragraph
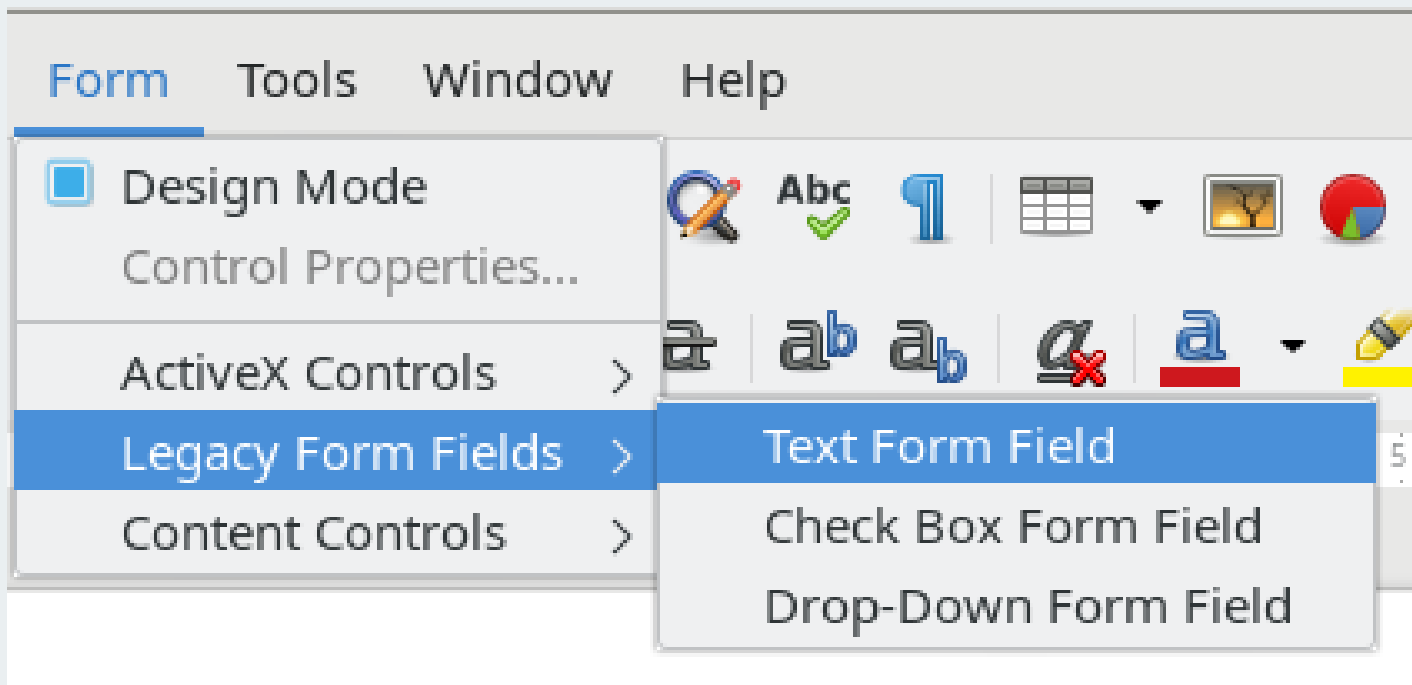
Use as Default

Global compatibility options

☑ Reorganize Forms menu to have it MS compatible

Restart Collabora Office ✕

For restructuring the Forms menu, Collabora Office must be restarted.

Do you want to restart Collabora Office now?

Restart Now   Restart Later

Form — Menu (first view)
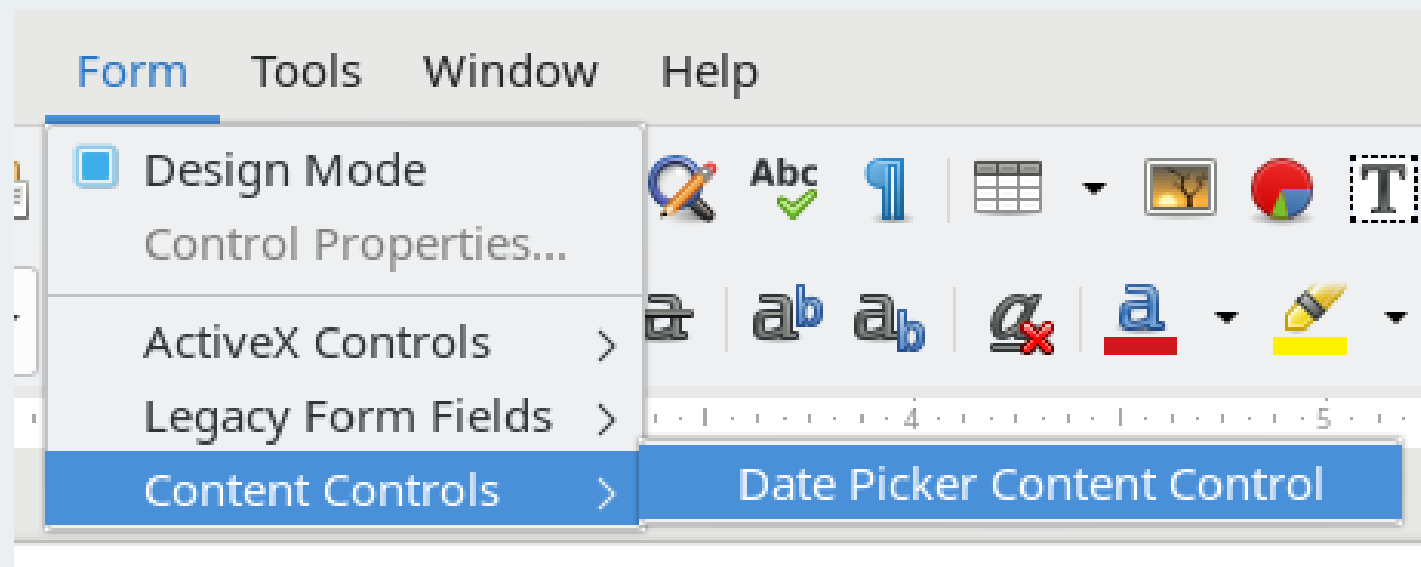
- ☑ Design Mode
- Control Properties...
- ActiveX Controls ›
- Legacy Form Fields ›
  - **Text Form Field**
  - Check Box Form Field
  - Drop-Down Form Field
- Content Controls ›

Form — Menu (second view)

- ☑ Design Mode
- Control Properties...
- ActiveX Controls ›
- Legacy Form Fields ›
- Content Controls ›
  - Date Picker Content Control

Text form field: some content

Checkbox form field: ☒

Dropdown form field: One ▼

One
Two
Three

Drop-down Form Field ✕

Item

Add

One
Two
Three

Remove   Move Up   Move Down

Help   OK   Cancel

Text form field: some content

Checkbox form field: ☒

Dropdown form field: One

Date picker content control: 09/11/19 ▼

◀	Sep 2019				▶
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Redaction

"**Redaction/Sanitization** is the process of removing sensitive information from a document or other message, so that the document may be distributed to a broader audience."

Manual Redaction

Automatic Redaction

Redaction Options

- Text

- Regex

- Predefined

- Case sensitive/insensitive

- Load/save targets, JSON file

Many Thanks !

Collabora is an open source company...

- Everything we do is contributed back to the whole community.

- Everything we do is funded by our customers.

- They are the real super-stars.

Thanks to South Eastern Health and Social Care Trust, SUSE, PMG and others...

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Summary

- Bug squashing

- Feature development

- Outstanding support, regular product updates.

- Product Management interaction

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