### THE CUSTOMER

OpenOffice.org is a multi-platform office suite. Sun Microsystems released the source code for OpenOffice.org under open source licenses in 2000.

Sun Microsystems
- Headquarters: Santa Clara, California
- Founded: 1982
- Employees: 35,700
- www.sun.com
- OpenOffice.org: www.OpenOffice.org

### INDUSTRY
- Manufacturing

### SOLUTION AREAS
- Partner co-development
- Distributed software development

### CHALLENGES
- Selection of appropriate licensing model and open source strategy to drive participation.
- Attract new customers and build deeper relationships with existing customers.

### SOLUTION
- CollabNet environment for OpenOffice.org, delivered as a managed service.
- Ongoing community management and support services.

### RESULTS
- To ensure open access, Sun selected a combined use of LGPL and SISSL licenses.
- In the first three years, more than 18 million copies of OpenOffice.org were downloaded.
- Additional distribution via Linux bundling with Knoppix, Mandrake, Red Hat, and SuSE.
- OEM bundling with Government of Thailand, HP, Toshiba, Sahara Computers, and Sony. Retail distribution on Linux PC's at Wal-mart.

### AWARDS
- OSDir.com, Editor's Choice Awards in Open Source, Best Overall Desktop Application.
- Cybia Reviews, "Best of the Best" Awards, Utility and Non-Graphics.
- Open for Business, Open Choice Awards 2003, Best Office Suite.
- Linux Journal, Reader's Choice: 2003, Favorite Office Program; 2002, Best Office Application.
- XML Journal, 2002 Readers' Choice Finalist Award, Most Innovative Application of XML.
- Monitor magazine, Best Product Award, InterINFOS Fair, Slovenia.
- Linux Format awards, Overall Winner, Readers' Choice, Category Best Business Software.

# OpenOffice.org

Overnight success for
the world's largest
open source software project

### AT-A-GLANCE

OpenOffice.org, an open source application, is a multi-platform office productivity suite compatible with all major file formats, including those of Microsoft Office. It includes key desktop applications: word processor, spreadsheet, presentation manager, and drawing program, and has a user interface and features similar to other office suites.

### Introduction

In October 2000, Sun Microsystems released the code for its office productivity suite under open source licenses. With over 7.5 million lines of source code, OpenOffice.org is recognized as the largest single release of open source code ever. The open source community is now using the OpenOffice.org developer network to enhance the application. Project growth has been swift and community participation, in the form of finding and fixing bugs, creating documentation, and furthering development and deployment, has been intense. Since inception, there have been over 18 million downloads of the application, which is now available in over 24 languages. No other open source project has been able to integrate developers, end users, business users, and marketers so successfully into a coherent team. Nor has any other open source project been as successful in distributing its product to major corporations and governments. Currently, there are 90,000 registered members of OpenOffice.org and hundreds of mailing lists with nearly 11,000 mail-list subscribers working on over 36 projects.

### Amazing Growth

The OpenOffice.org project utilizes the CollabNet® environment, which unifies the vital components needed to address the core issues of distributed development, including applications for software development, issue tracking, technical communication, knowledge management, and project administration. A dedicated community manager helps direct OpenOffice.org project strategy, product distribution, and site content.

**COLLABNET**®

> **"Another important outcome of the project is that we've revolutionized the way we market to developers."**

Sun Microsystems can attribute a portion of the success of OpenOffice.org to the CollabNet environment as well as ongoing management and participation in the community. OpenOffice.org is a tightly knit working community that provides the collaborative environment for both developers and end users to advance the OpenOffice.org code base. "For some time we'd seen the value of open source software, and we knew we needed help and advice of several kinds from an open source expert," said Bill Roth, Group Product Manager for Sun's Webtop and Application Group. "We'd come to know and respect CollabNet's principals from years of working together at their previous companies, so that's where we turned first. We took a close look at CollabNet's business model, the infrastructure they'd put together, and the credibility they'd achieved throughout the open source community. We were so impressed by everything we heard and saw that there was no need to look any further."

### How Does OpenOffice.org Stack Up?

In three years, OpenOffice.org attracted a following of developers and end users that rivals some of the more established open source projects, which are primarily funded and initiated by major corporations. For instance, with well over 100 non-Sun members with commit access, OpenOffice.org surpasses almost every other open source project when it comes to "commit access". In addition, this development is occurring around the OpenOffice.org code base, which far exceeds all other open source projects in size, including Apache and Linux.

Sun, through OpenOffice.org, has taken a leadership role in a key area of the software industry. Sun is transforming the IT industry by allowing developers to collaborate around a corporate driven initiative and accelerating software innovation; in a way which far surpasses the initiatives of any other major software company. With other developer communities, communication is unidirectional; a one-way "push" of

> **"OpenOffice.org is the single largest open source application available, and it is huge. To go through all the available features would require a month's worth of articles. Suffice it to say that, if you can do it in Microsoft Office, you can do it in OpenOffice.org - for free!"**
> *- TechRepublic*

marketing materials, technical information, and canned software modules. The differences in community participation are directly traceable to the technical infrastructure and community management CollabNet and Sun provide to OpenOffice.org.

### Use of the CollabNet Environment

In addition to being the hub for source code development, OpenOffice.org uses the CollabNet environment to create project roadmaps, facilitate technical project communication, resolve issues, and to archive history around all project activity. The CollabNet environment is a single location for all project communication and history; creating archives not only for code but also for non-technical activities, such as marketing plans, around each project. As a result, project leaders have greater insight into the tasks assigned to other members. One of the innovative capabilities unique to the CollabNet environment is that it enables not only developers and end users to communicate using the same tools but business executives as well. These business executives can monitor activity on OpenOffice.org and use that information to plan for upgrades or implementation of the software or submit requests to the OpenOffice.org community to help meet their specific business objectives.

### The Revolution Continues

"Another important outcome of the project is that we've revolutionized the way we market to developers. The key is to engage them in a community," Roth continued. " Based on this success, Sun is now 100% behind open source. I can't say enough good things about CollabNet and their contributions," Roth concluded. "They were invaluable in helping us

> **"I give CollabNet every bit as much credit as Sun itself for our overwhelming success."**

## OpenOffice.org, *in your language*

- Arabic
- Basque
- Cesky
- Chinese
- Dansk
- Deutsch
- Español
- Français
- Greek
- Hebrew
- Hindi
- Italiano
- Japanese
- Nederlands
- Português
- Português do Brasil
- Romana
- Russian
- Slovenian
- Slovakian
- Suomi
- Tamil
- Thai
- Türkçe

> **"The CollabNet environment has proven to have all the functionality we needed for hosting OpenOffice.org."**

fulfill our promised delivery on time. The CollabNet environment has proven to have all the functionality we needed for hosting OpenOffice.org, and their advice on how to go about open sourcing has been superb. Personally, I give CollabNet every bit as much credit as Sun itself for our overwhelming success."

## OpenOffice.org and StarOffice

OpenOffice.org has exceeded the original expectations of Sun and is having significant impact on the IT industry by causing end users and business executives to think about alternatives to Microsoft Office. The growing international popularity of the application has seeded the ground for StarOffice, the commercial implementation of OpenOffice.org, provided by Sun Microsystems. OpenOffice.org consists of developers, users, and business managers whose participation on this unique project is producing significant enhancements to StarOffice and is making OpenOffice.org a universal community. StarOffice is replacing Microsoft Office products at major accounts worldwide, including: Sony, Central Scotland Police, Ohio State University, and Salpep Biotechnology.

## Read More Client Profiles

The CollabNet environment is being used by hundreds of thousands of developers at Fortune 500 and industry-leading enterprise companies around the world. To find out more, contact CollabNet at www.collab.net, info@collab.net, or (888) 778-9793.