

# Company-X

## Office Suite And Editable Document Format Upgrade Options

Adapt this document for your companies environment:

- Replace Company-X with your company
- Replace Company-Y with your potential migration partner, add their contact details too. e.g. an IT bod local to your town or country, who is experienced to offer backup support for your company if you are away – Your manager may like to see this for risk management peace of mind.
- Replace Reseller-X with your potential reseller's company name. e.g. Collabora – experienced to offer support for your company if needed – Your manager may like to see this for risk management peace of mind.
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# Background

Our current office productivity suite needs upgrading for three key reasons:

## 1) Continuity of access to our IP, document interchangeability.

- Interchanging documents with other agencies is becoming a bigger issue, Microsoft Office 2003 increasingly refuses to open newer Microsoft Office-formatted files.
- Storing documents in these file formats presents a long-term archival risk. Going forward, Microsoft will continue to release software incapable of opening our documents.

Other office suite software offers superior compatibility out of the box for these older proprietary formats than Microsoft's own products do. There would also be significant benefits to Company-X adopting a non-proprietary and industry-standardised file format.

## 2) Security and stability.

Microsoft ceased Office 2003 support on 8<sup>th</sup> April 2014. This gives rise to the following concerns:

- Company-X is exposed to an increasing IT security risk, due to Microsoft no longer providing the security patching needed to help prevent against malware infections carried in Microsoft Office files.
- Newer versions of Microsoft Windows break compatibility with Microsoft Office 2003, leading to the software's functionality breaking in unpredictable and disruptive ways.

An office suite upgrade will rectify both of these issues, with some office products providing additional longer-term benefits too.

## 3) Efficiency and productivity gains.

- Microsoft Office 2003 is missing some features present in current office software products. Examples include built-in PDF editing and export, a user interface optimised for wide-screen displays, cloud integration, and features for collaborative working styles.

Company-X undoubtedly stands to benefit from a replacement office software suite with modern features and performance.

# Replacement file format considerations

Each proposed replacement office software suite features an attendant *native* file format. Generally, a product's full features and functionality is implemented using this native file format. A summary of the available competing in-scope file formats follows.

## Microsoft OOXML

This is the native file format used by current versions of Microsoft Office, as represented in files with the *.docx*, *.xlsx*, and *.pptx* file extensions. Although officially a standard, in reality – due to various reasons including the complexity of the specification – Microsoft is the only vendor implementing OOXML to any significant degree. The absence of any broad industry support for OOXML engenders the same long-term risk regarding continuity of access to our IP stored in the format.

Multiple variants of the OOXML format exist across differing Microsoft Office versions (Office 2007, Office 2010, Office 2013, Office for Macintosh). These variants are known as OOXML *transitional*, and contain proprietary, non-standardised components available only to Microsoft. None are the OOXML *strict* format.

Microsoft's claim of industry standardisation while delivering multiple overlapping versions containing proprietary technology is in line with their historic business model of locking in customers to a single product – the precise scenario which Company-X is currently in.

## ODF – OpenDocument Format

ODF is recognised as the leading industry-standard (ISO/IEC International Standard) office productivity file format. ODF's straightforward specification, absence of any single controlling vendor – with oversight from a standards body – has seen it gain significant uptake in enterprise-scale public institutions and government agencies worldwide. The UK Government for example has mandated ODF as its sole standard for document interchange – rejecting Microsoft's OOXML file format, and invalidating OOXML's rationale as a "defacto" standard.<sup>1</sup>

ODF's open nature has led to a range of competing business office productivity alternatives becoming available, with complete native feature support for the OpenDocument format. Examples include *LibreOffice*, and *Apache OpenOffice*. This changing competitive landscape has also led to Microsoft and Google (see below) moving to support ODF files.

Files saved in ODF format today are guaranteed to open tomorrow, irrespective of product and vendor. This ensures continuity in access to IP.

## Google Drive native file format

While Google supports both OOXML and ODF for file import and export with their cloud-based *Google Drive* service, editing performed in Google Drive uses a Google-only proprietary, undocumented native file format – there is no choice of vendor. This is similar to Company-X's current situation with Microsoft Office file formats.

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<sup>1</sup> [www.gov.uk/government/news/open-document-formats-selected-to-meet-user-needs](http://www.gov.uk/government/news/open-document-formats-selected-to-meet-user-needs)

# Replacement office productivity software candidates

Four product candidates are proposed. Each product is described below, with key advantages and disadvantages of each, specific to Company-X's use case. Relevant detailed information is documented in appendices.

## Microsoft Office 2013

Microsoft's current Office product version is delivered as a full traditional installation on a computer hard drive, similar to our existing Microsoft Office 2003 installations.

### Advantages

**Full-featured, comprehensive office productivity suite.**

In terms of features, Office 2013 will fulfil Company-X's current office productivity needs. It contains many modern amenities introduced in the intervening 12 years since Office 2003's release.

### Disadvantages

**Effectively proprietary native file formats, poor support for legacy file formats.**

Referring to the "[Replacement file format considerations](#)" section above, Office 2013 will keep us locked in to using Microsoft file formats, with the attendant highlighted risks and drawbacks. Similarly, Microsoft is gradually retiring support for their older file formats. In both cases this leaves us exposed to both the short-term and long-term risk of being unable to access our own IP saved in these formats.

**Relatively high cost.**

Although the retail pricing for Microsoft Office is typically hundreds of dollars, discounts are available for NFPs. However, as well as the initial license cost, many hidden costs are associated with Microsoft Office suites.<sup>2</sup>

**Deeply complex product licensing.**

Microsoft licensing requires sustained staff effort performing software asset management to ensure license compliance. Non-compliance gives rise to the risk of a Microsoft license audit and costly penalties. This complexity is compounded with the adoption of BYOD and remote working.

**Revised user interface is a substantial, disruptive change.**

Office 2013 ships with the latest revision of Microsoft's controversial "ribbon" interface. For our staff with years of experience using Office 2003's traditional menu-based interface, we can expect to incur significant downtime for staff retraining – even for basic tasks. This may carry an

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2 [Appendix A: office productivity suite cost comparisons](#)

additional cost for paid training materials. Also, IT consultant rates for Microsoft products are higher than competing alternatives.

### **Full features and functionality only on Microsoft Windows.**

Although Office 2013 is available for Apple Mac computers as *Office for Mac*, it differs in features and functionality. Other business operating system (OS) products such as *Ubuntu* are not supported at all. According to Microsoft, in 2000 the Windows operating system was on 90% of devices, yet in 2014, it is only 14% of devices.<sup>3</sup>

- This keeps Company-X locked in to the Windows platform, and limits our options should future business needs require investigation of an alternative, non-Windows OS product.
- Upgrading our Microsoft Windows licenses is a potential significant associated cost, if Microsoft for example drops support for future versions of Office for our current Windows version.

### **Product activation risks.**

Microsoft mandates proof of license purchase via an online activation process, without which the software will only function with crippled functionality, or not at all. Activation schemes introduce an additional layer of risk arising from legitimately-licensed software potentially ceasing to function at critical times.

### **Extra computing hardware costs.**

Office 2013 in tandem with Microsoft Windows generally requires a more expensive, higher-specified computer to run the product with acceptable performance compared to competing alternatives. In some cases this may require upgrading existing computer hardware or more likely replacing it outright – effectively just to run Office 2013.

### **High exit cost.**

The combination of practically proprietary file formats, Windows-only support for full functionality, and severe licensing complexity increases the cost and effort of migrating to alternative office software products in the future.

## **Microsoft Office 365**

Microsoft Office 365 takes the existing Microsoft Office 2013 product and bundles it with additional cloud-based services. It's delivered as an ongoing paid subscription (i.e. software rental).

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<sup>3</sup> [www.computerworld.com/article/2490008/microsoft-windows/microsoft-gets-real--admits-its-device-share-is-just-14-.html](http://www.computerworld.com/article/2490008/microsoft-windows/microsoft-gets-real--admits-its-device-share-is-just-14-.html)

## Advantages

### **Nominally low cost for NFPs.**

The monthly cost per staff member is prima facie more attractive than Office 2013's initial upfront cost.

### **Integration with other Microsoft services.**

Office 365 features integrated cloud storage, video calling with Skype, and a range of other amenities.

### **Web-app versions of Word, Excel, and PowerPoint.**

This enables web browser-based access to these applications with real-time collaborative functionality – albeit with a significantly stripped-back feature set.

## Disadvantages

The following disadvantages highlighted above for the standard Office 2013 product also apply to Office 365:

- Practically proprietary native file formats
- Poor or non-existent support for Microsoft's own legacy file formats
- Revised user interface is a substantial, disruptive change
- Full features and functionality only on Microsoft Windows
- Product activation risks
- The on-going subscription fees add up rapidly
- High exit cost – heightened by Office 365's additional bundled services

## LibreOffice

LibreOffice is a professional-grade business office productivity suite, with equivalent applications, features, and functionality to that found in Microsoft Office 2013. It's delivered as a full installation on a computer hard drive.

## Advantages

### **Full-featured, comprehensive office productivity suite.**

Like Microsoft Office 2013, in terms of features LibreOffice will fulfil Company-X's current and future productivity needs. It ships with equivalents for Word, Excel, PowerPoint, Access, and Visio. It also contains many modern amenities introduced in the intervening 12 years since Office 2003's release – with additional features *not* present in any version of Microsoft Office (for example, full

editable PDF support, a presentation remote control app for smartphones).<sup>4</sup>

### **Industry standard file formats and open source technology.**

As highlighted in "[Replacement file format considerations](#)", LibreOffice uses the industry standard ODF file format. No proprietary vendor-only technology is used. This guarantees long-term access to our IP, gives us the broadest range of product alternatives, enables deep product customisation if needed, reduces our vendor lock-in, and significantly reduces our exit cost.

### **Support for a wide range of other file formats.**

LibreOffice can open, modify, and save documents in a variety of proprietary Microsoft file formats, including legacy file formats no longer supported by Microsoft. This will allow us to manage the majority of OOXML-format files sent our way, and, give us continued access to our existing IP stored in older Microsoft formats.<sup>5</sup>

LibreOffice's can handle dozens more file formats, compared to Microsoft Office's support of only a few dozen.

### **No cost or very low cost.**

LibreOffice is available in two editions, with little difference between the feature set:

- *LibreOffice (community version)* This is free for both business and home use. It is not crippled in any way and by itself is equivalent to Microsoft Office 2013. New versions containing feature enhancements are available every six months.
- *LibreOffice from Collabora*: This is an enterprised-hardened LibreOffice version, tested for maximum stability and intended for large-scale use. Security and bug fixes are released immediately, feature enhancements generally ship a few months after the community version.

### **Familiar yet modern user interface.**

LibreOffice features a traditional menu-based user interface, much closer to the existing Office 2003 interface our staff presently use. This translates to far less disruption for staff adapting to the new product compared to the alternatives.

### **Full cross-platform OS support.**

LibreOffice runs with full feature parity across Microsoft Windows, Apple OS X, Ubuntu, and many more OS products. For staff not using Windows this means we do not have to sacrifice any functionality, and all documents can be interchanged with 100 percent compatibility.

This enables broader options should migration to an alternative OS in future be desired, without vendor lock-in to Microsoft. This also helps reduce our exit cost.

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4 [LibreOffice/Office2013 comparison: wiki.documentfoundation.org/Feature Comparison: LibreOffice - Microsoft Office](http://wiki.documentfoundation.org/Feature_Comparison:_LibreOffice_-_Microsoft_Office)

5 [Appendix B: file format compatibility and support](#)



### **No product activation.**

LibreOffice requires no product codes or online activation. The software will work the same way as the day it was installed, in perpetuity.

### **No licensing, or simplified licensing.**

The LibreOffice community version can be installed anywhere and distributed to anyone for business and home use. There is no license management to speak of.

The LibreOffice from Collabora version features simple license management, tracked via computer installations. Additional license purchases are a simple, straightforward cost.

### **Work-at-home use is covered.**

For staff wanting to use the software at home, the community version of LibreOffice can be installed for no cost on an unlimited number of computers. Additionally, LibreOffice from Collabora contains a work-at-home clause in the EULA.

### **Built-in PDF editing and export support.**

LibreOffice features one-click PDF export. Full editable PDFs can also be created, removing the need for expensive third-party software such as *Adobe Acrobat*.

### **A wide range of third-party enhancements.**

LibreOffice features a thriving add-on ecosystem, enhancing the already full-featured product with hundreds of useful customisations.

## **Disadvantages**

### **No cloud-based web applications.**

The competing office suites are available as web-based alternatives (albeit with a far reduced feature set), with real-time collaborative functionality. Cloud support for LibreOffice is under active development, but native LibreOffice web-apps are not yet shipping. However it should be reminded that Company-X's complete desktop and application portfolio has been cloud based since the last century. It is accessible via web browser HTML5, Microsoft Remote Desktop, and 2x Remote Desktop.

### **Microsoft OOXML compatibility.**

All competing office suites occasionally fail to render files saved in one of Microsoft's OOXML file formats. This can be mitigated by one of several options including having access to a Microsoft product, or asking the sender to resend as a PDF or in an open editable document format such as OpenDocument.

# Google Drive

*Google Drive* is a component of the *Google Apps for Work* suite, and consists of word processing, spreadsheet, and presentation applications. It's delivered as an online subscription-based service, and most functionality is accessible from a customer's web browser. With the exception of some minor components, there is no software installation needed on a computer's hard drive.

## Advantages

### **Nominally low monthly cost.**

The cost for the Google Apps for Work suite is between \$US5.00 and US\$10.00 per staff member per month and when used on a ChromeOS device like a Chromebook has negligible device support cost.

### **Most functionality is available anywhere.**

Google Drive is delivered over the Internet and accessed in a web browser. Consequently it is not dependent on any one OS product, and will work across Windows, OS X, Ubuntu, and other platforms, with close to full feature parity.

### **Integrated features for collaborative work.**

Google Drive is set up for group collaboration out-of-the-box. Assuming a robust Internet connection, staff working across physically disparate locations can collaborate in real time on documents, with modifications and comments automatically recorded.

### **Simplified license management.**

License compliance is much easier than Microsoft Office, as it's an online-only service with no software installation, no product activation, and no need to track license key codes.

### **Integration with additional Google services.**

The Google Apps for Work suite bundles a range of additional services within the subscription cost including video calling, hosted email, and tools for building basic intranet sites.

### **Better resource usage for older computers.**

Because Google Drive is delivered over the Internet and requires only a web browser, it will run on older computer hardware. (Note however that this advantage may be offset against the Internet connection's performance and availability.)

### **An emerging trend.**

Schools nationwide are either providing Chromebooks in the classroom or expecting children to work with school administered Google accounts. A generation of people will soon be wondering why businesses spend so much time with high maintenance, high cost Windows computers.

## **Disadvantages**

### **Entirely closed, proprietary native file format.**

As highlighted in the "[Replacement file format considerations](#)" section above, Google Drive's native file format is not standardised and is entirely proprietary. From the standpoint of long-term continuity of access to our IP, this is an arguably even worse scenario than using Microsoft Office-format files – as the sole vendor implementing and supporting it is Google. The format can be changed, modified, or obsoleted at any time – with no recourse to alternative product vendors or support channels.

### **Different user interface is a substantial, disruptive change.**

Staff with years of experience using Office 2003's traditional menu-based interface shifting to a completely web browser-based interface will require significant amounts of retraining.

### **Missing many powerful business-oriented features.**

Google's office productivity web applications are adequate for basic use, but are missing a multitude of features present in LibreOffice and Microsoft Office. This is due to Google Drive's relative immaturity compared to the decades of development and iterative improvements made in the alternatives, and limitations in Google's chosen technology.

### **Costs, terms of use, or the product can change at any time.**

Google can for example at any stage:

- Increase the monthly or annual cost per customer account.
- Change or remove features.
- Substantially alter or retire the entire product.

Google are well known to frequently alter their products' user interface, which can cause significant disruption to familiar, established workflows.

It is relevant to note that paid services make up a comparatively tiny amount of Google's bottom line. Generally, over 90 percent of Google's total global revenue on any given quarter is generated by online advertising – compared to other competing vendors for which office productivity software is a core business. Google also have a well-established track record of retiring large numbers of products on a frequent basis.

### **Ongoing subscription costs.**

Google can change the monthly subscription costs at any time. Also, consider a hypothetical future scenario involving severe financial constraints. If subscription costs cannot be met, access to the service is cut off entirely. Compare this to traditional, non-rented software which will continue to work the same way, in perpetuity.

### **Depends on a Internet connection.**

Generally, constant high-speed Internet connectivity is required for Google Drive, and mandatory

for collaborative features. This will pose an issue for remote workers with intermittent or slow Internet access.

If the company Internet connection performance is impaired, or goes down entirely, this will create large-scale disruption with staff unable to work.

**Requires a Google account.**

Google Drive's tight integration with Google's other services is a two-edged sword, as the more an organisation consolidates on Google services, the higher the degree of vendor lock-in and associated exit cost.

# Recommendations

## Replacement office software suite

**LibreOffice is the recommended replacement office suite for Company-X**, based on the key considerations of:

1. Guaranteed continuity of access to our IP.
2. Costs – both direct and indirect.
3. General features and functionality, balanced against Company-X's particular use case.

**LibreOffice from Collabora should be considered as the primary replacement product**, due to its additional enterprise-focused layer of security and stability.

LibreOffice adoption should be aligned with a carefully documented and executed migration plan.

## Adopted standard file format

**ODF should be adopted as Company-X's standard file format**, replacing the existing Microsoft Office file formats.

New file format adoption should also be aligned to a migration plan.

## Migration plan

A detailed migration plan is outside the scope of this document. As a summary however, the following example approach could be taken:

### **1) Install LibreOffice in tandem with Microsoft Office on all staff computers.**

Staff can become familiarised with the new software, in tandem with a welcome pack and online introductory training provided by a local technical migration partner.<sup>6</sup>

### **2) Assess special use cases.**

Use cases where Microsoft Office is required should be identified and ring fenced. Examples might include external agencies which mandate Microsoft document formats. At the least, this serves to “buy time” to explore workarounds and permanent alternative approaches, without delaying the rest of the migration project.

Note that the eventual outcome may be Company-X retaining limited isolated installations of Microsoft Office for these specialised scenarios.

### **3) Assess existing documents stored in proprietary Microsoft formats.**

These can be sorted into a) editable documents and b) non-editable documents.

Documents needing to be in an editable format should be converted to ODF.

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<sup>6</sup> [Appendix C: Migration and support partner](#)

Documents not needing to be edited should be converted to the open standard PDF format.

The original files can then be backed up and archived permanently.

#### **4) Greenlight staff to use LibreOffice exclusively.**

On an agreed date, LibreOffice becomes the primary office software suite. Files in Microsoft format are opened in LibreOffice, and saved in ODF format.

Consistency issues (for example, caused by particularly complex source material) should be flagged and documented for further investigation by IT and a migration partner.

A feedback process can be introduced to help staff feel they are engaged in the migration effort, and also to head off any potential issues.

#### **5) Identify a sunset date for retiring Microsoft Office.**

On an agreed date, Microsoft Office 2003 is uninstalled from all staff computers, excluding any special use cases.

IT and migration partners continue with post-adoption support and training.

The migration is now complete.

## Appendix A: office productivity suite cost comparisons

| Product                            | Initial Costs  | Hidden Costs   |
|------------------------------------|--|--|
| Microsoft Office 2013 Professional | <p>Via Reseller-X: \$46,500</p> <p>Comprising:<br/>Licenses: 200*\$132.08 = \$26,418 (charity pricing!)<br/>Migration/Training: \$20,000</p> <p>Devices are getting cheaper and proliferating, the per user/seat/device count is increasing enormously. We have 750 staff.</p>   | <p>The following existing costs are necessary per user:</p> <ul style="list-style-type: none"> <li>x \$100 Windows licence per Windows upgrade</li> <li>x \$20 Windows Svr CAL per Windows upgrade</li> <li>x \$20 Windows RDS CAL per Windows upgrade</li> <li>x \$250 device support time pa</li> <li>x \$50 server support time pa</li> <li>x \$20 client AntiVirus pa</li> <li>x \$20 AntiVirus support time pa</li> <li>x “eee” costs</li> <li>x Hooks to push to Office 365 subscription below</li> </ul>  |
| Microsoft Office 365               | <p>Via <a href="http://www.office365.com">www.office365.com</a>: \$35,600 then \$15,600 per annum. (charity pricing!)</p> <p>With Email option: \$39,500 then \$19,500 per annum.</p> <p>If we get just 50 more users, is there a massive price hike? Check the licensing...</p> <p>Comprising:<br/>Office 365 Nonprofit E3<br/>200user*\$6.50*12months=15600pa<br/>250user*\$6.50*12months=19500pa<br/>If for profit, 50 more users does pricing more than double?<br/>300user*\$15.30*12months=\$55080pa</p> <p>Migration/Training: \$20,000</p> | <ul style="list-style-type: none"> <li>x \$250 device support time pa</li> <li>x Subset of Office 2013 functionality and still needs Office 2013 suite for full functionality according to reseller</li> <li>x Functionality is reduced on non-Windows devices, only 14% of devices run Windows</li> <li>x Same hidden costs as office 2013</li> <li>x We already have 250 email accounts, the max allowed is 300 then pricing more than doubles</li> <li>x “eee” costs</li> <li>x Bewildering licensing issues add enormous costs to what is already listed here</li> </ul> |
| LibreOffice (community version)    | <p>Via migration partner: \$8,000<br/>No charge.</p> <p>Comprising:<br/>Licenses: no cost<br/>Migration/Training: \$8,000</p>  | <p>Less mandatory “hidden” Windows related costs as per Office 2013, so there is a potential for big savings.</p> <ul style="list-style-type: none"> <li>x \$250 device support time as above.</li> </ul>  |
| LibreOffice from Collabora         | <p>Via Collabora Productivity Reseller: \$10,000 then US\$2,000 per annum.</p> <p>Licenses: 200*US\$10.00=US\$2,000 per annum<br/>Migration/Training: \$8,000</p>  | <p>As community version above.</p>   |
| Google Drive                       | <p>Via Google: \$24,000 per annum</p> <p>Licenses: 200*\$120.00=\$24,000 per annum<br/>Migration/Training: \$20,000</p>  | <p>Less mandatory “hidden” Windows related costs as per Office 2013, so potential for savings in this respect. Option for ChromeOS based devices with extra cost savings, some are dependant on wireless access</p> <ul style="list-style-type: none"> <li>x \$250 device support time as above, unless ChromeOS devices are used</li> </ul>   |

pa = per annum

CAL = Client Access License

eee= Embrace Extend Extinguish<sup>7</sup>

<sup>7</sup> [en.wikipedia.org/wiki/Embrace,\\_extend\\_and\\_extinguish](http://en.wikipedia.org/wiki/Embrace,_extend_and_extinguish)

## Appendix B: file format compatibility and support

| File Format   | Microsoft Office 2013 Support   | LibreOffice Support   | Google Drive Support   |
|---|---|---|--|
| Doc 2003  | Yes   | Yes.  | Yes.   |
| docx 2007/2010 (doc)  | Yes.  | Yes.  | Yes.   |
| docx 2007/2010 (OOXML transitional)   | Yes, still used by Office 2013 as default.  | Yes.  | Yes.   |
| docx (OOXML strict) ISO standard  | Yes, not as default in <i>any</i> Microsoft Office suite.   | Yes.  | Yes.   |
| OpenDocument Format (ODF) document compatibility                                      | Yes.<br>Wordpad on the Windows Operating Systems support it to an extent too.   | Yes.  | Yes – via import.  |
| General file format compatibility   | Poor.<br>Perhaps business reasons dictate that their office suites support relatively few current file formats, and will not open their older formats.  | Best.<br>Compatibility for 100s.  | Poor.<br>Only a limited range.   |
| General Microsoft file format compatibility   | Best<br>However: x-staff member worked at the University she spent 50% of her time troubleshooting Microsoft documents corrupted between Microsoft's own Office suites.<br>After several years Microsoft start to cripple the ability to open or work nicely with files that have been created by their own software. | Good.<br>Occasionally LibreOffice will have trouble displaying Microsoft file formats. Yet ironically it is better at recovering corrupted doc/docx files than Microsoft Office, many IT administrators worldwide use it as a tool to recover corrupted Microsoft files where Microsoft Office fails. | Good.<br>Occasionally Google Docs will have trouble displaying Microsoft file formats. |
| Office 95 and earlier document compatibility (doc word processing file as an example) | No.<br>By default cannot open documents saved in Microsoft Office 95 and earlier file formats.  | Yes.  | No.  |
| Quick opening of Microsoft's Office files from earlier years (xls file as an example) | No.<br>e.g Microsoft Office security updates introduced for Office 2003 c2010 slowed opening files by >10x, e.g. a file that used to open in a second or so became over a minute to open.   | Yes.  | Yes – via import.  |



## Appendix C: migration and support partner

Company-X can choose to work with a Country-X-based IT services consultancy to ensure a smooth and successful transition. This migration partner will provide:

- assistance for designing the migration plan.
- *LibreOffice from Collabora* product licenses.
- access to customised online video training material, and a LibreOffice “welcome pack” for staff.
- one-on-one remote support for staff as and when needed both during and post-migration.

The objective of the welcome pack and online training materials is to help staff rapidly familiarise themselves with the new product.

The migration partner will work closely with the Company-X Information Systems Manager and migration Project Manager.

Company-Y is a potential migration partner:

- [www.Company-Y.co](http://www.Company-Y.co)