From: Bob O'Brien
Sent: Tuesday, May 30, 2000 11:27 AM
To: David Jaffe (OFFICE); Joseph Krawczak
Subject: RE: Office points vs. StarOffice/StarPortal

SteveB says this well... If it is TCO you want then it will always be cheaper to do nothing than to change.

In this case there has to be a compelling business reason where in the cost to change is compelling and it is supported and achievable with current technology.

while the obvious trade off is upgrading 120k clients versus installing servers, and pushing out a completely different document authoring environment as well as the loss of productivity in conversion costs for documents and automation.

The less obvious is the overall manageability of that deployment. managing various language versions, manual install and deployment of a server farm, administration of profiles for 120k users...manually.

In many cases the ability to reengineer business processes to use the web as a collaboration hub will be lost or delayed until such capabilities are built into the staroffice product offering...this represents at least a 1year or more wait.

be aware that sun will likely recommend over powered servers to mask performance and scaling problems with Starportal/staroffice. /the promise will be that the technology will mature and thus they will get increased performance and scaling without having to upgrade those boxes for years. thus the initial cost is amortized over a long period making the yoy cost lower. What none of their assertion will quantify not do they want it quantified is the intangible cost to end users. this cost is enormous and is hidden.

 Bob O'Brien
Group Product Manager
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-----Original Message-----
From: David Jaffe (OFFICE)
Sent: Friday, May 26, 2000 2:42 PM
To: Joseph Krawczak; Bob O'Brien
Cc: David Jaffe (OFFICE)
Subject: Office points vs. StarOffice/StarPortal

Joe/Bob,

Below are some points I threw together for your meeting with Xerox next Wednesday. As you can see the below points are very product focused and strictly related to StarOffice, as we have very little information on StarPortal. If you are looking for additional information or clarification on the below points please don't hesitate to ask.

TCO

• StarOffice relies on script-based installation, and offers little of the flexibility native to Office 2000 or the built-in intelligence provided by the Windows Installer. All of the cost reduction of the intelligent deployment functionality in Office would be absent in a StarOffice deployment scenario.

• Multinational organizations can buy one "version" of Office and deploy it throughout the world. This not only saves time in deployment costs, but in support costs as well by only needing to support one worldwide "version". StarOffice on the other hand only supports 8 languages (20 languages for StarOffice 5.2) and all are separate localized versions.

• While StarOffice offers install/not-install choices for application features, most of the customizations addressed in Office 2000 by its customization tools need to be achieved hands on, on a case-by-case basis in StarOffice. This fact alone illustrates the potential spike in costs that would be associated with a full-scale enterprise deployment of StarOffice.

• Office 2000 lets organizations customize the help and alerts that appear in Office so users can get organization specific help. For example, where StarOffice might have an error message that says Error: No printer installed, Office error messages can be customized to point users to all available printers and drivers.

• All custom solutions that were created using VBA need to be rewritten in StarBasic, the proprietary development language

that only recognizes StarOffice objects.
- Significant formatting, data, and features are lost when importing or exporting to Office 97 or Office 2000 from StarOffice. Simple documents imported from Word into StarWriter often lose basic formatting such as spacing, bullets, and correct pagination, and many other features don't import/export properly.

Collaboration & Information Sharing:

- Office has made HTML a peer file format, meaning users can easily save, share, and edit HTML with anyone. StarOffice documents, on the other hand, lose all of the rich editing information when they are saved as HTML.
- Over 1,000 Internet Service Providers support FrontPage Server Extension or Office Server Extensions so Office 2000 users can open and save web pages and documents on the Internet just as easily as saving files to their local hard drive. There is no equivalent functionality found in StarOffice
- StarOffice doesn't enable users to create interactive HTML web pages. On the other hand, Office 2000 users can create interactive data bound reports using Office Web Components, fully interactive web presentations with sounds and animations with PowerPoint, as well as interactive HTML Framesets with Microsoft Word.
- Office 2000 users can collaborate on the web using features that enable them to conduct threaded discussions on any web page. Further, Office 2000 users can subscribe to documents or web pages, so they can be notified automatically when anything changes. Again, there is no equivalent functionality found in StarOffice.
- Both StarOffice and Office offer e-mail clients, but only Outlook tightly integrates both PIM capabilities and e-mail together.

Ease of Use

- StarOffice is missing many of the IntelliSense features found in Office that provide a great uses experience such as Install on Demand, Collect and Paste, background grammar checking, single-click line selection, List AutoFormat, Click and Type, Tri-pane Views and AutoFit Text on PowerPoint slides, and See Through View in Excel. In addition, StarOffice doesn't support automatic creation of hyperlinks with spaces, it marks hyperlinks as misspelled words and it doesn't offer a hyperlink shortcut menu to easily customize your work.
- StarOffice hasn't made the investments in technologies like the Office Assistant, which helps users to be more self-sufficient by enabling them to ask questions in their own words to get support. The Office Assistant uses Natural Language Technology along with an extensive library of synonyms as well as links to the web site to perform the search for help. In contrast, StarOffice appears to only perform a straight word search.

- Even though the StarOffice UI tells the user they are saving in the Word 97 or Excel 97, they are actually saving as Word 6/95 or Excel 5/95 (StarOffice 5.2 which is in beta will save to Office 97 format, but still does a poor job with conversion). These file formats do not support features found in later versions of Microsoft Office so users work can be lost using StarOffice to edit Office files.
- StarCalc does not support OLAP and offers little or nothing in the way of corporate reporting. StarCalc offers limited PivotTable dynamic view functionality, and limited access to corporate data. StarOffice lacks the ability to pivot data in chart format, does not allow for saving interactive data to the Web.

Additional Information:

- IT evaluation of StarOffice 5.1 Whitepaper (as well as other StarOffice info.)- http://dadweb/PR/Competition/star.htm
- StarOffice 5.2 beta evaluation-

<< Message: FW: StarOffice 5.2 Beta Overview >>
- CSA Research paper on StarOffice vs. Office

<< File: StarOffice.doc >>

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