

# KDE to Make Wines

Using KDE Software on Enterprise Desktops a Return on Experience

Kevin Ottens

HAUTE COUTURE  
*enioka*

- Started to use KDE with 1.0-beta1 in 1997
- Procrastinated until 2003 to finally contribute code
- Fell in love with the community back then
- Kept doing things here and there. . . most notably helped with:
  - kdelibs
  - KDE Frameworks architecture
  - the KDE Manifesto
  - Community Data Analytics
- Part of the **enioka Haute Couture** family
- Living in Toulouse

# Context

# De Bortoli Wines

- Australian company, started in 1928
- Private and family owned
- Led by the third generation of the De Bortoli family
- Takes a long term view on environmental and technological issues
  
- 7th largest Australian wine company by production
- Around 450 employees at peak harvesting time
- 13 sites spread around Australia

# Offices Connectivity

- Sites range from 1-2 person vineyard offices to 150+ in the headquarters
- The spread between the 13 sites is up to 3000km
- Several solutions
  - private national wide MPLS network
  - wireless National Broadband Network for the most remote sites
  - VPN + web applications for some remote workers

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# Their Use Cases

- Users cover a lot of different roles
  - Winemaking
  - Warehousing
  - Packaging
  - Logistics
  - Planning
  - Engineering
  - Accounting
  - Sales
  - Customer Service
  - HR
  - IT
- They all have in common the typical office work
  - Office documents
  - Emails, calendars
- Of course, users have their own role specific niche uses as well...



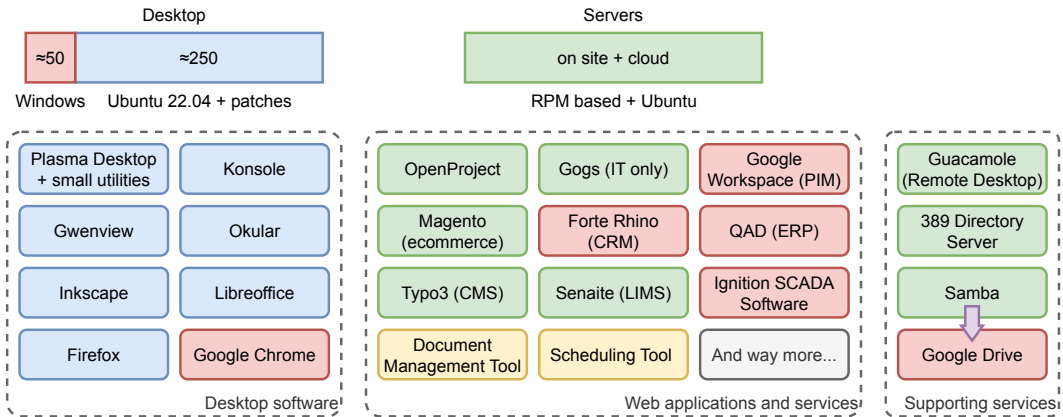
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# What They Use



- They made the call in 2004 that the web would eat everything

*In summary, the rise of the browser as the environment has only cemented the case for Linux desktops (including ChromeOS)*

## What We Helped Solve For Them

# Getting in Touch

- They asked for help on mailing lists
- Problem didn't get solved on volunteer time
- We simply reached out to see if anything could be done through paid work
- We had a year long conversation even though nothing really happened
- Until they had a real blocker we could help with!

# PDF Rendering in Okular

- They have specific needs due to reprographics
- You need those labels on the wine bottles!
- Overprinting preview missing
- Okular failing some cases of the Ghent Workgroup PDF Output suite

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- They extensively use CIFS mounts for accessing documents
- This is important for their remote office branches
- Okular couldn't save changes files on CIFS mounts
- Slow directory listing in the file dialog
- Libreoffice backup files creation failing during save

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## The Opinion of a Loyal User

## Very Loyal User

They've been using KDE software for the past 20 years!!

# The Good

- KDE 4.0 marked a major shift in how KDE saw itself
  - Note: Aaron Seigo was mentioned as instrumental in this change of perception
- Maintaining a standard desktop/windowing interface paradigm while bringing improvements
- Developer access and mailing list responsiveness is generally very good

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# The Bad

- Not much!
- Accessing KDE community services behind authenticated proxies almost never works
- Maybe the “web first” support could be better
- Finding professional development support isn't easy
  - “Working with [enioka Haute Couture](#) has been a significant turning point in that area”

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*I've watched and participated in a number of open source projects over the years and I see KDE as one of a small few that are shining beacons for getting the balance of growth, innovation, overall health and management/administration right ... not an easy task.*

– Bernard Gray, IT Project Manager and Solutions Architect

## Conclusion

## What We Learned?

- Not easy to extrapolate this is a single data point. . .
- Still I get to see other enterprise desktop uses
- So let's try to make informed guesses
- We make a very fine enterprise desktop!
- It could be even better, if. . .
  - it embraced web applications further
  - it was clearer/easier how to get professional support
- We successfully tried a contract model with them
- It probably won't scale though
- Gauging the market is likely needed to find the right approach
- How to get better information about the enterprise use cases of existing users?



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# Postface

- This is a short talk. . .
- Couldn't get in the hardcore technical details
- Trust me this is a fun ride!
- Keep an eye on my blog for an article on the topic

Thank You!

Questions?

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