



LibreOffice
The Document Foundation



ROME
CONFERENCE

LibreOffice in Nantes Métropole + 1yr

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About Nantes

The city of Nantes finished its migration to LibreOffice in june 2016

5000 employees now use LibreOffice

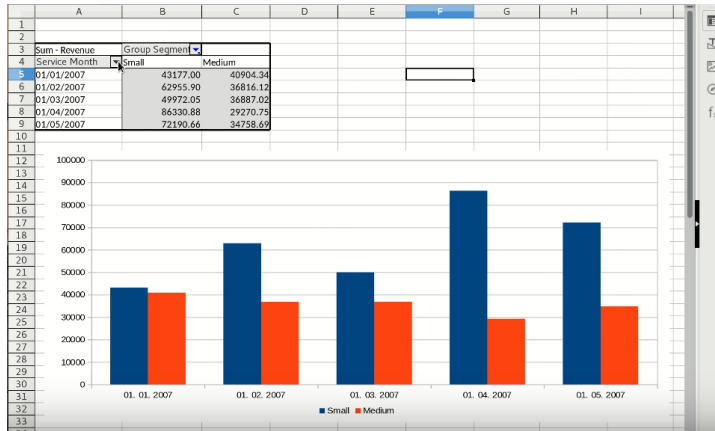
Savings: 1,6 M€ + 260 K€ / yr

Lots of effort put in change management

Active contribution policy

Since last conference

What happened in Nantes in 2017



Nantes funded pivot charts

Many thanks to Easter Eggs, Collabora for the development and quality of their work !
Thanks to the community for help in testing ...

Continuous improvement: User survey!

Migrations require a sustained effort in time and user feedback is necessary



User Experience

Involvement in LibreOffice Design
Key to improve the tool is not only technical !!!

User survey

Yearly user survey results

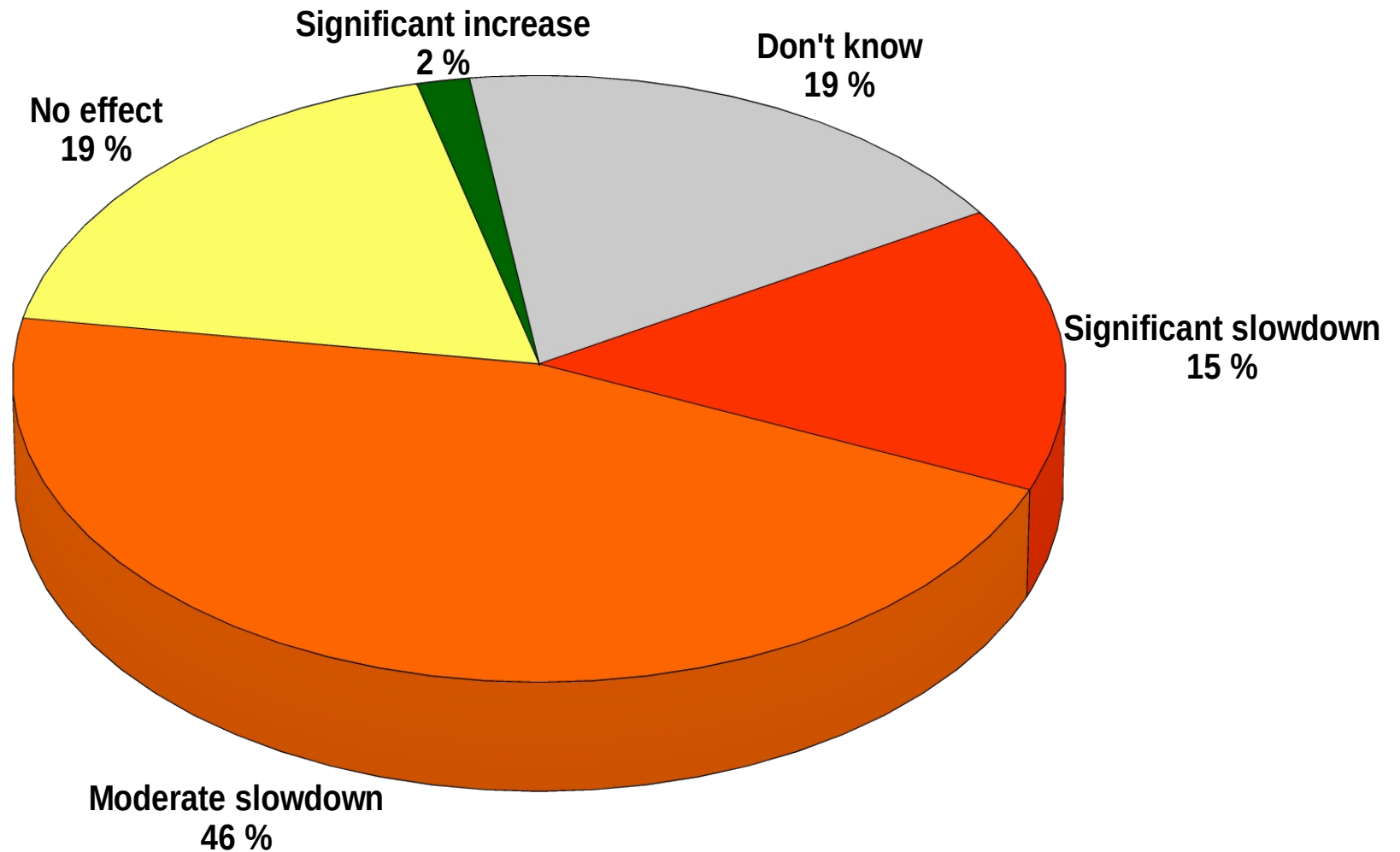
Survey from january 2017

- Top managers 59 answers / 43% answer rate
- Regular users 1104 answers / 23 % answer rate

Version at time of survey: 4.4.5.2

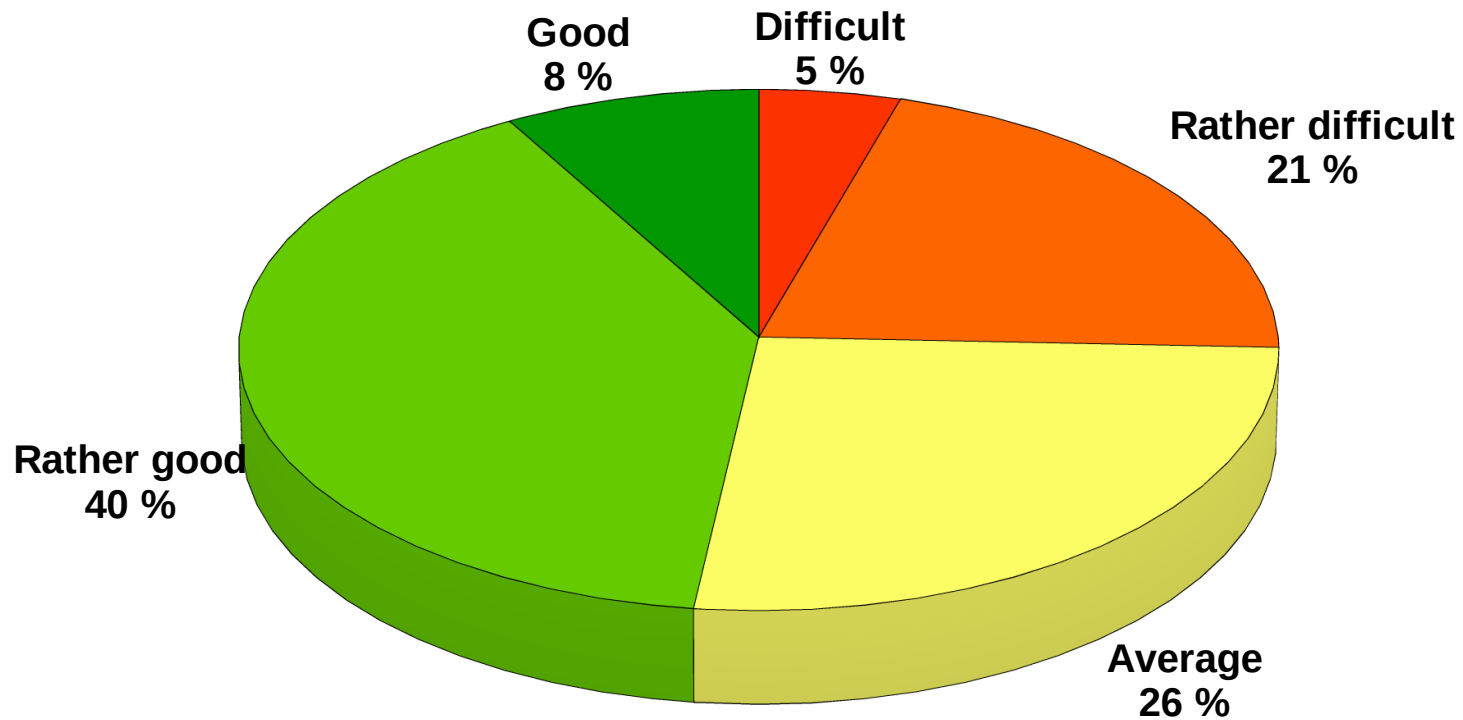
Top managers survey

According to you, how did the migration impact the productivity of your teams ?



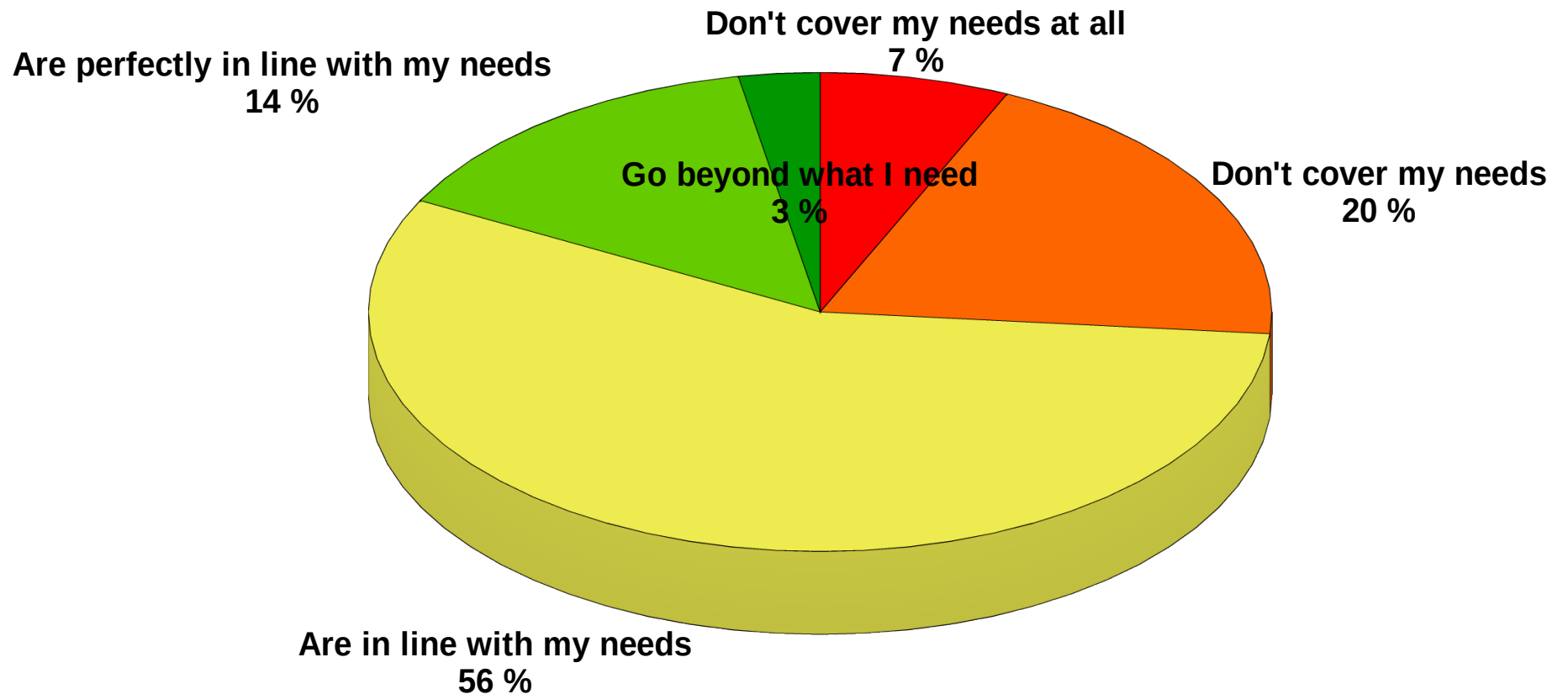
User survey

How is your experience using LibreOffice ?



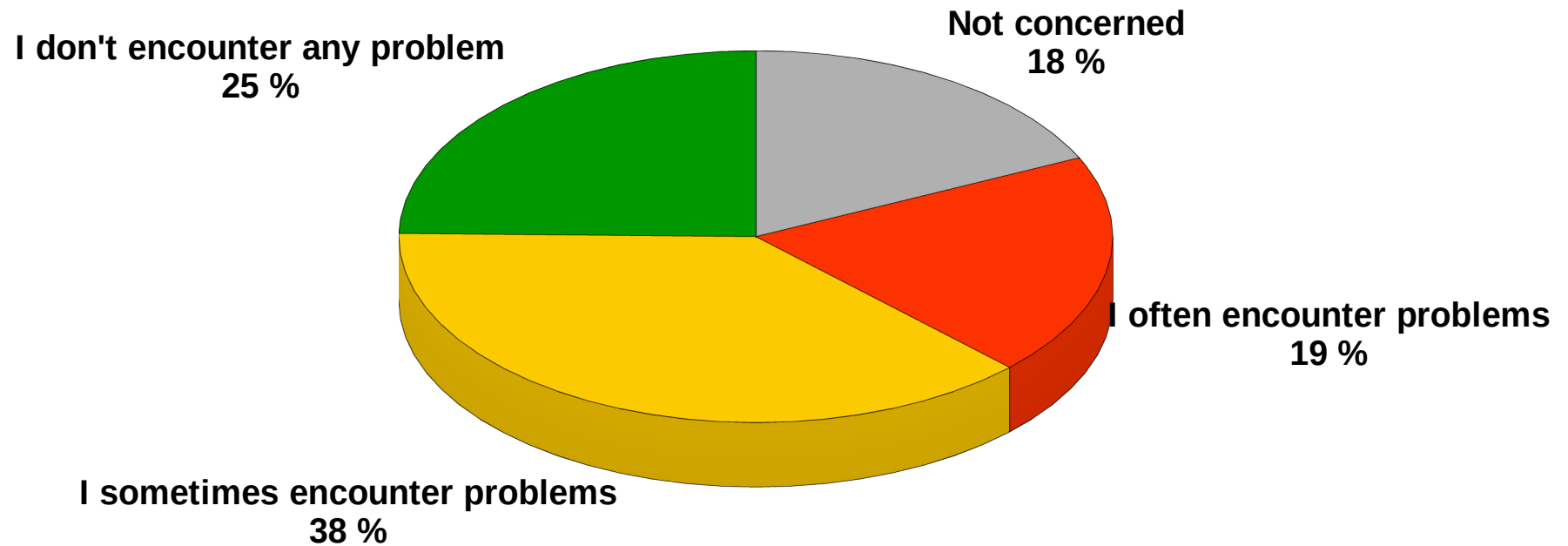
From user survey

Are the features in LibreOffice adapted to your needs ?



From user survey

What happens when exchanging documents with other organizations?



From user survey

A few other information:

- Impress is causing the more productivity slowdown according to the users
- Help requests caused by technical issues tend to diminish with every new version

Roadmap

Roadmap

Following the user survey results we're implementing various actions to improve the overall User Experience around LibreOffice

Action plan



Training
Help Desk
User Assistance

Action plan



Improving LibreOffice

Top 10 improvement requests

- Better print and layout setup
- Less crashes
- Mailing improvement
- Better MSO compatibility
- Pivot tables
- Bullets & Numbering
- Photos and pictures management
- Load/Save speed on big files
- General UX design and usability
- Macro editor improvements

Action plan



Impress

Improve template quality
Usability issues
Specific population of users

Action plan



Exchanging documents with partners

Improving usability

Usability

UX problem identified through survey → not very precise

Scenario driven testing to identify clear issues

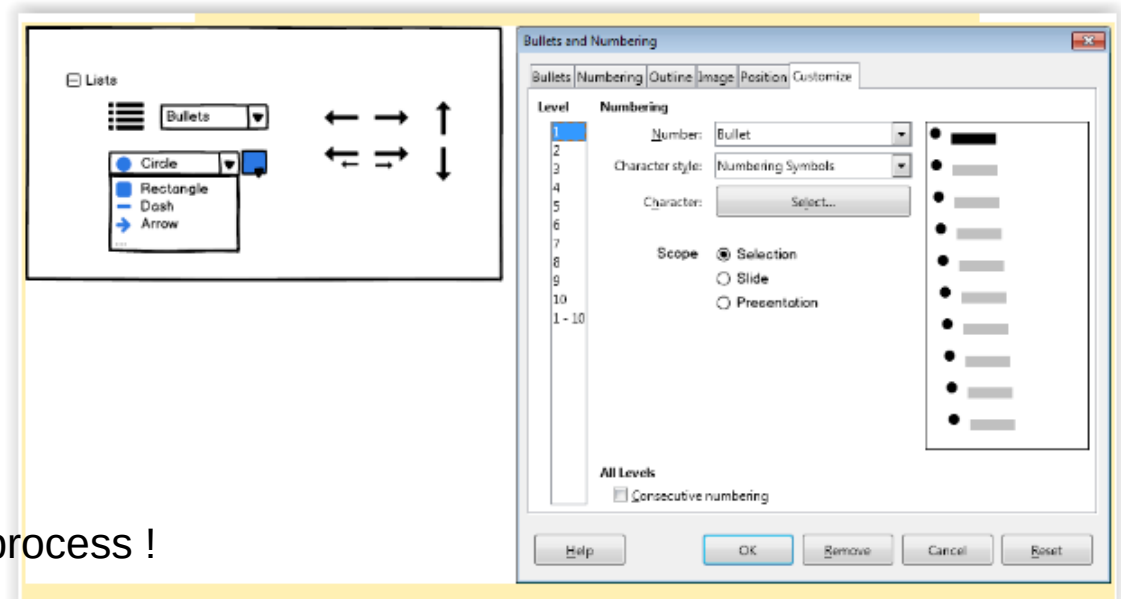
Confirmation of several usability issues on basic features

Design in progress

Next step - fix it :)

Work done with the Design team:
Thanks Heiko, Jay, Regina
The 5 testers in Nantes

and everybody who helped in the process !



Conclusion

Thanks for your attention!

Many thanks to the colleagues at Nantes and Nantes Métropole and to the community



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