



Touch Solutions
I N C O R P O R A T E D

Value of Open Source

private sector case studies in Philippines

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Objective

To inspire adoption of Open Source Software by presenting relevant case and success stories of companies in developing countries (Philippines)

Open Source is Being Adopted

“Among ASEAN countries, those with a GDP in purchasing power parity per capita less than \$10,000, and with at least 5% of population already using the Internet, are amongst the highest adopters of Open Source software in the ASEAN bloc. This includes Indonesia, Malaysia, Philippines, Thailand and Vietnam.” - IEEE, 2007



Touch Solutions Incorporated (TSI)

- Established 2001
- Offices in Metro Manila, Philippines and Tokyo, Japan
- Leading Open Source Vendor in the Philippines
- Distributor of Red Hat, JBoss, MySQL



Advocacy Activity of TSI

- E-governance Center of Excellence
 - Private and Public Sector Collaboration to promote the usage of Open Standards Software
 - Partnership with CICT, NCC, Oracle, HP, Intel, ePLDT



Private Sector Case Studies Philippines

SM Group of Companies

- Largest Chain of Shopping Malls in Philippines with 28 Branches in Philippines and 2 Branches in China
- Started using commercial Open Source in 2001 to meet the challenges of increased IT costs



Major Open Source Projects of SM

- Implementation of SAP Accounting System on Red Hat Enterprise Linux
 - Saved 30% of cost compared to Unix System
 - Increased transactional performance due to server clusters



Major Open Source Projects of SM

- Implementation of Red Hat and Oracle for SM Marketing Convergence- SM's Loyalty Program
 - Saved 70% of IT budget from traditional Windows Architecture
 - Main system is able to scale from 1 to 200,000 members in 6 months



Philippine Airlines (PAL)

- First commercial airlines in Asia and flagship carrier of Philippines with 36 aircrafts (Aug '07)
- Users of Open Source from Mainframe to Commodity Servers
- Started using commercial Open Source 2002



Major Open Source Projects of PAL

- RAPID Project
 - A revenue accounting management software designed to do financial analysis of the various business and revenue segments of PAL
 - Migration project from Mainframe to Intel Servers
- DATALEX Project
 - An online booking software designed for scalability
 - Migration project from Microsoft Platform because of scalability and security issues
 - On going, not yet deployed

Major Open Source Projects of PAL

- RADAR Project
 - Business intelligence project using Red Hat on Oracle
- Lotus Domino Project
 - Lotus domino on Red Hat
- Internal Mail Server
 - Sendmail
 - Designed for contractual employees to save on license costs from Lotus Domino

Major Open Source Projects of PAL

- Content Management System
 - PAL has standardized in using Plone (Zope) for their content management



Plone

Savings of PAL from usage of OS

- Versus Unix Platform
 - average of 50% savings from IT budget
 - faster implementation due to availability of skillset
- Versus Microsoft Platform
 - average of 30% savings from IT budget
 - savings due to license cost
 - benefits of security and stability

Small Business Case Studies Philippines

Touch Solutions Inc (TSI)

- Policy of preference in Using Open Source
- Prefers using commercial / supported open source vs. do-it-yourself open source
- Heavily invests in formal and informal training for the usage and adoption of Open Source

Major Open Source Projects in TSI

- Sugar CRM
 - Open Source Customer Relationship Management Software
 - TSI uses Sugar CRM for Sales and Tech Support documentation since 2007
 - At least 30% increase in sales
 - Average of 2 hours improvement in response time
 - Able to plan sales and tech resources



Major Open Source Projects in TSI

- Doku Wiki
 - Launched September 2007 in TSI as TWIKI
 - Aimed at promoting collaboration among groups
 - Expected benefits will be decreased training time of technical people due to availability of knowledge base



Trends in the Philippines

- As organizations adopt the use of Open Source
 - Increased need for training on LAMP stack
 - Need for software inventory of Open Source
 - Increased professionals who will support LAMP
 - Combined Open Source and Proprietary Software
 - Awareness on legal compliance of Open Source

Some of the Technologies TSI is studying to speed adoption

- Open Logic Discovery (www.openlogic.com)
 - Designed to search and inventory the usage of Open Source within an organization
 - Allows organization to plan the usage and adoption of Open Source based on visibility of use
 - Free Download



Some of the Technologies TSI is studying to speed adoption

- Nice2meet (www.nice2meet.us)
 - A collaborative web / video conference platform developed in Japan by Vcube
 - Allows companies to be supported remotely
 - Allows groups of people to be trained simultaneously
 - Subscription based pricing

Conclusion

- Benefits of Open Source are already felt among small and big organizations in the Philippines
- The success in using Open Source starts with a “political will” to adopt open source, no matter how small it is
- Due to lack of skilled individuals, commercial and supported open source are among the products which will give the highest return on investment

“Do or do not. There is no try.”

-- Yoda, 'The Empire Strikes Back'