

More than Webservers

*Implementing Open Source Software
in a Charity*

Ryan Cartwright
IT Manager

About this document

This document is a pdf of a presentation given by Ryan Cartwright on 15 September 2004 at the Open Source/Voluntary Sector (<http://www.lasa.org.uk/it/penguin/pmwiki.php/Main/HomePage>) day in London.

This document is released under a creative commons licence – see next page for licence.

Disclaimer: The information shown in this document are representative of an exercise undertaken by the author for his employer Contact a Family (<http://www.cafamily.org.uk>). This document is intended to be an example of the process taken and not a scientific comparison between two sets of products.

In particular the prices shown herein are approxiamations and are rounded up. The author no longer has much of the documentation to authenticate the quotes mentioned (particularly the Microsoft ones) and thus is relying on his memory of them.

In the end the price was a factor in deciding to look for alternatives but it was not the major decision factor in the process. That was purely and simply to ongoing security, integrity and adaptability of the open source products.

All trademarks and copyrights contained in this document are hereby acknowledged

E&EO.






Attribution-NonCommercial-ShareAlike 2.0

You are free:

- to copy, distribute, display, and perform the work
- to make derivative works

Under the following conditions:

Attribution. You must give the original author credit.

-  **BY:** Noncommercial. You may not use this work for commercial purposes.
-  Share Alike. If you alter, transform, or build upon this work, you may distribute the resulting work only under a license identical to this one.
- 
 - For any reuse or distribution, you must make clear to others the license terms of this work.
 - Any of these conditions can be waived if you get permission from the copyright holder.

Your fair use and other rights are in no way affected by the above.

This is a human-readable summary of the Legal Code (the full license).

For the full license go to : <http://creativecommons.org/licenses/by-nc-sa/2.0/legalcode>

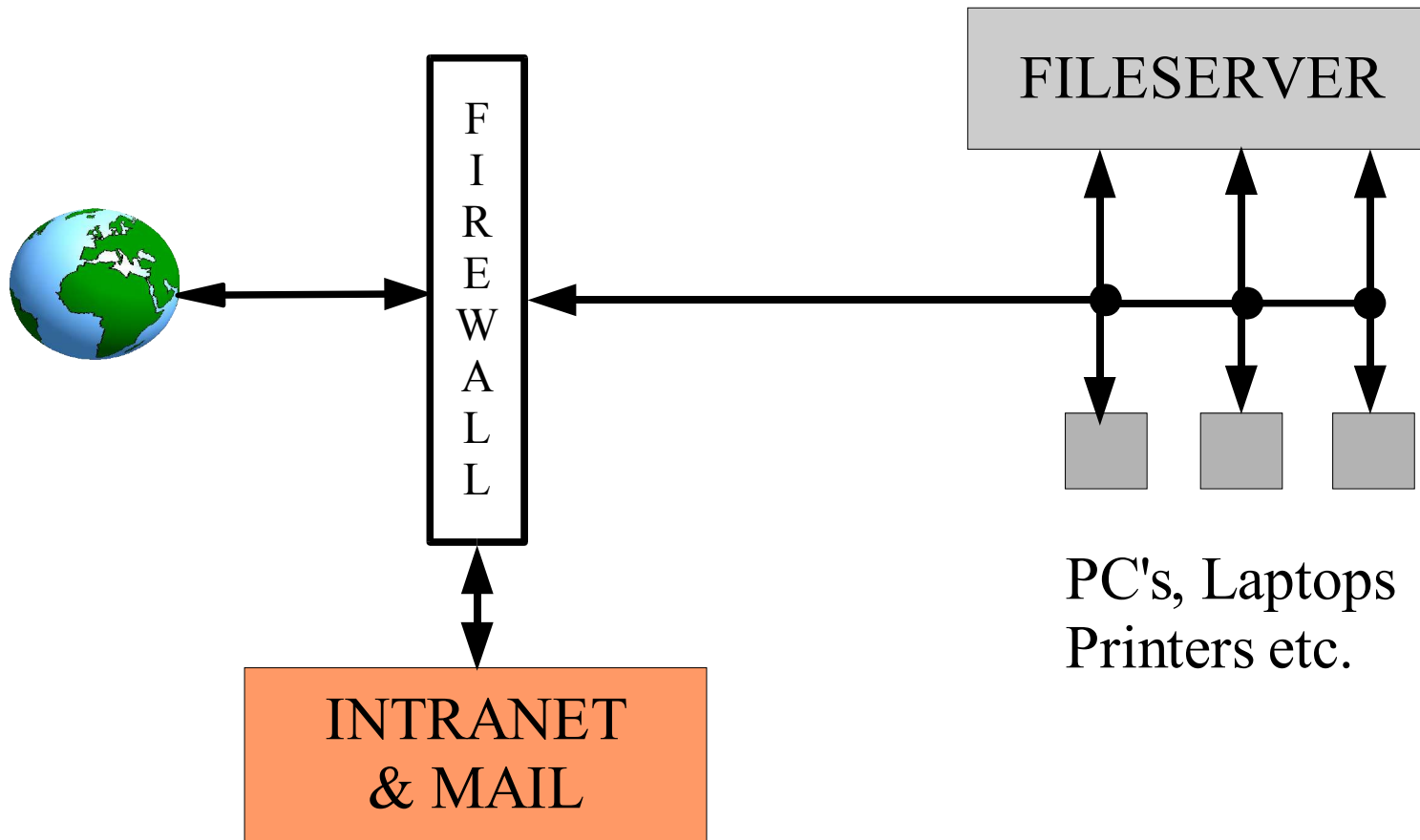
Who are Contact a Family

- National UK Charity
- For families with disabled children
- National freephone helpline
- 13 regional offices – 70 staff, 50 volunteers
- Website
- Contact a Family Directory
- Making Contact.org

January 2001

- Employed first dedicated IT staff member
- About to relocate head office
- Existing IT systems failing
- Need to centralise IT resources
- Unify fragmented databases
- Budget allocated

Suggested Setup



Options

- **Microsoft**
 - 2000 Server & IIS (File sharing & Intranet)
 - Exchange (E-mail & Calendaring)
 - Virtual Private Network (Secure database access)
- **Open Source**
 - Samba (File sharing)
 - Apache (Intranet + secure database access)
 - Exim (E-mail)

Costs - Servers

- **Microsoft ***
 - £12,500 inc Hardware
 - Plus Client Access Licences - £12,500
 - Plus VPN costs (estimated £100 per user)
- **Open Source**
 - £7500 inc Hardware
 - No client licences required
 - No VPN required
- **Support costs equal for both**

Authors Note: All these figures are approximate. I no longer have the actual quote for the Microsoft option so I cannot verify those prices, they are from my recollection of the quote.
The Open Source figure is rounded up.

Costs - Firewall

- **Proprietary Hardware**
 - £3500
 - + annual support
- **Open Source**
 - £400
 - Re-used old PC
 - No support costs

Filling the gaps

- Out of office auto-replies
 - Exim's “vacation” function
 - Intranet driven interface
- Shared calendars
 - New diary sheet scripts on Intranet
 - In/out board for current whereabouts

Has it worked?

- Staff are happy (ish)
- Stable, safe and up-to-date servers
- Intranet now hosts central web driven database (also Open Source)
- 15 new staff at no extra cost
- Dropped support contract after 1 year

Thanks for listening

Ryan Cartwright
IT Manager
Contact a Family
ryan.cartwright@cafamily.org.uk
www.cafamily.org.uk