

## An Olliance Group Webinar

# Enterprise Open Source Software Procurement and Support Best Practices

Date: Tuesday - July 15, 2010

Start Time: 11am Pacific / 2pm Eastern

Duration: 60 minutes

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Moderator: Greg Olson, *Senior Partner*, [Olliance Group](#)



Panelists: Colin Bodell,  
*VP Web Platforms*, [Amazon](#)



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*CIO*, [The Washington Post Company](#)



**Abstract:** Adoption of open-source software (OSS) has become pervasive with 85 percent of all companies surveyed in late 2008 confirming OSS use within their enterprise and the remaining 15 percent expected to follow suit within the next 12 months (*Source: Gartner Group*). However, open source software licensing and distribution models are markedly different than those used with proprietary software. These differences present significant challenges to traditional supply chain or procurement organizations.

The first hurdle is finding good open source solutions and systems integrators to implement them. Open source's self-service acquisition models put more burden on customers than commercial companies that typically spend more than 50% of revenue on marketing and pre-sales services, and far fewer analysts cover open source solutions.

Technical support for open source software is available from multiple sources, running the gamut from self-support to commercial support contracts. For those organizations accustomed to 'single sourcing' support from larger ISVs, weaving the appropriate open source software support fabric can take a significant amount of effort and mistakes usually translate into unnecessary cost.

The CIO Panel from the [2010 Open Source Think Tank](#), three IT executives with extensive experience using open source software in their organizations, talk about the open source software acquisition and support challenges they have faced and share solutions they have developed to overcome these challenges.

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