
From: Pat Fox
Sent: Friday, November 08, 2002 4:16 PM
To: Bill Veghte; Brian Valentine; Peter Houston; Michele Freed
Cc: Rogers Weed
Subject: I a little concerned - Research Board desktop content

Importance: High

Per the meeting yesterday, I've worked up a couple slides for the desktop that are fairly hard hitting. (attached).



RB InfoWorker
Desktop PF.ppt (...)

My concern: on the desktop side, we've been operating at about DefCon 2 (to use a politically incorrect, national defense analogy) because we don't think customers or partners and the overall business situation yet calls for a more public or proactive comparison on the desktop. I think the RB could implicitly push us up to DefCon 4 and I want to make sure we've considered the implications.

My assumption:

- the RB will use the slides in their analysis
- the content will become public at some point
- we will need to publicize the studies that underly the content – the eTesting Labs studies, etc. Much of the content is avail today for field/reactive use only. We'll need the web sites, etc to organize and explain this in a way that isn't alienating to customers and partners.
- we will need to explain why we're being so public and proactive at this time.

My concern is that we're not ready to do the above yet, both operationally (ie the web sites, the PR plans), nor have we said the customer environment is ready for this.

Options:

1. refute my assumptions (please!)
2. continue POR and get ready to react as quickly as possible – we have a month before the actual RB visits and when this would likely become public
3. water down the desktop content and risk that the RB won't fully consider all the issues.

Net is, we have more to lose on the desktop and I want to make sure we've thought through the issues.

Thx,
Pat

Information Worker Desktop

Comparing Windows XP and Office XP to Linux and StarOffice

Most Productive, Integrated Desktop	Lower Productivity, Components
<ul style="list-style-type: none"> <input type="checkbox"/> Tight integration, comprehensively tested <input type="checkbox"/> Best user experience, best productivity <ul style="list-style-type: none"> ■ Office XP users had higher task completion rate vs StarOffice users: 93% vs 60% ■ Office XP users completed tasks in 1/3 time ■ MS enables a consistent UI across work PCs, laptops, home PCs, PDAs, Tablet PCs, and SmartPhones <input type="checkbox"/> Most integrated and comprehensive platform <ul style="list-style-type: none"> ■ Enables powerful and productive user experiences ■ Ex: Tablet PC w/ pen input, ink data types, zero config wireless, range of hw offerings and configurations ■ Ex: Office XP Smart Tags enable rich analysis and integration with backend/LOB applications ■ Ex: Windows XP unicode support enables easier international collaboration ■ Ex: Windows Media 9 series and MediaCenter PCs. Superior online learning, digital media <input type="checkbox"/> Windows and Office enable greater end user productivity, which returns greater business value to the organization 	<ul style="list-style-type: none"> <input type="checkbox"/> Independently developed components <input type="checkbox"/> Inconsistent user interface across system components <ul style="list-style-type: none"> ■ "I hope to see continued work on interoperability and integration between the various Linux desktop components: Mozilla, OpenOffice, GNOME, and KDE. Unifying the MIME subsystem is one task that Red Hat can't take on alone, but we're actively working with community developers to find a solution..." -RedHat Corp Developer <input type="checkbox"/> Users take longer to complete tasks <input type="checkbox"/> Users are less successful in completing common tasks <input type="checkbox"/> Requires heavy customization & manual integration <input type="checkbox"/> Requires significant end user retraining <input type="checkbox"/> Requires duplicate or significantly more costly helpdesk infrastructure <input type="checkbox"/> Lower overall business value
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Windows XP and Office XP offer richer, more integrated experiences

<http://www.microsoft.com/windowsxp/tablet/pc/default.asp>

<http://www.microsoft.com/windowsxp/mediacenter/evaluation/tours/default.asp>

<http://www.microsoft.com/mobile/pocket/pc/default.asp>

<http://www.microsoft.com/mobile/smartphone/default.asp>

Interview: Havoc Pennington
Systems Developer, Desktop/UI Tech Lead at Red-Hat
<http://www.redhat.com/advoc/ask.html>

Q What advances in Linux desktop technology can we expect to see in future releases? **A** Printing and multimedia are big areas that we want to tackle. And we want to be looking at improving the security and manageability of Linux desktops -- meeting the needs of administrators who are looking after a few hundred (or a few thousand) client workstations.

I hope to see continued work on interoperability and integration between the various Linux desktop components: Mozilla, OpenOffice, GNOME, and KDE. Unifying the MIME subsystem is one task that Red Hat can't take on alone, but we're actively working with community developers to find a solution. There should be one place to configure the applications and plugins for a given file type.

Information Worker Desktop (cont'd)

Comparing Windows XP and Office XP to Linux and StarOffice

Windows and Office	Linux and StarOffice
<p>Lower Total Cost, Better Overall Value</p> <ul style="list-style-type: none"> <input type="checkbox"/> WinXP IT deployment time is 57% less than linux (eTesting Labs study) <input type="checkbox"/> WinXP IT deployment success rate was 95% vs 65% for linux (eTesting Labs study) <input type="checkbox"/> Document sharing was much more successful with Office XP vs StarOffice with <1% of documents having errors with Office and >35% having errors with StarOffice (eTesting Labs study) <input type="checkbox"/> WinXP has 35+% lower TCO than linux (using Gartner model in study of 2 Finnish city governments) <input type="checkbox"/> Windows XP and Office XP have well-documented features for people with disabilities <ul style="list-style-type: none"> ■ Voluntary Product Accessibility Templates available on www.microsoft.com/enable/, meets US Govt Section 508 standards ■ Many applications and Assistive Technology add-ons available for people with disabilities <input type="checkbox"/> Windows and Office result in lower deployment and operational costs and consequently lower TCO 	<p>Potentially lower acquisition cost, but higher total costs</p> <ul style="list-style-type: none"> <input type="checkbox"/> Higher Total Cost of Ownership <input type="checkbox"/> Higher deployment costs <input type="checkbox"/> Higher ongoing management costs <input type="checkbox"/> Poor document conversion capabilities <input type="checkbox"/> Significantly weaker capabilities for people with disabilities <input type="checkbox"/> Linux and StarOffice result in higher Total Cost of Ownership

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Better support for people with disabilities

Meet US Govt Section 508 – VPATs (Voluntary Product Accessibility Template) for MS Prods:

<http://www.microsoft.com/usa/government/section508.asp>

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www.rhat.com – NO VPATs available

Industry Analyst Discussion of Linux/StarOffice on the desktop:

- Licensing cost < 1/3 of total cost when implementing new productivity software
- There are significant unforeseen doc conversion and training costs when moving to StarOffice from Office
- Significant costs due to IT labor and lost productivity

Ecosystem benefits around Windows and Office are significant. Assume they will be discussed in other section of presentation.

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