# Sharing the Success, Pain and remedies of a Sync-Software-Solution

How, when, why all of that has any relevance.

28.01.19
Christian Schmitz, CSIO ownCloud

# Expectation Management

- Not technical
- Not providing singular truthisms
- Not clamining to save the world
- Opportunity for reflection
- Our answer

IN

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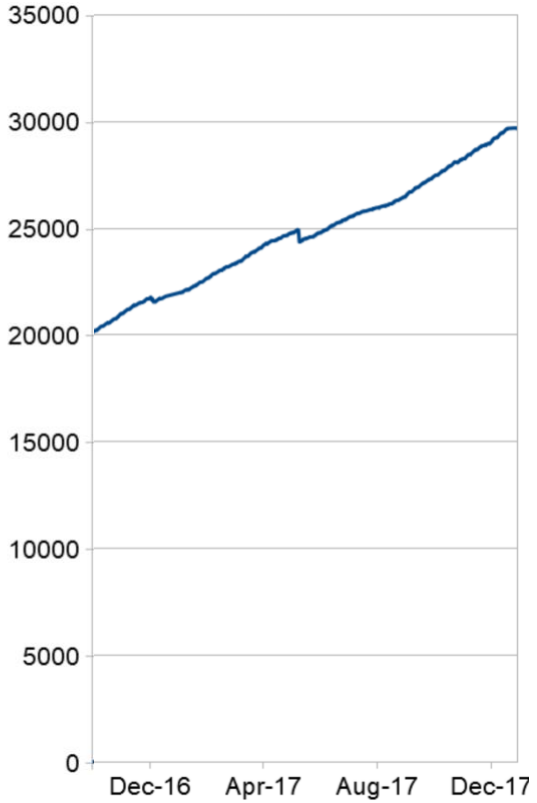
# Success?

- #1 Solution OSS Private Cloud
- Largest publicly known EFSS cloud (~20m Users)
- Market leader in EU NREN / Large Scale Research *
- Too successful to not be copied aka survived a deliberate insider attack
- EU based!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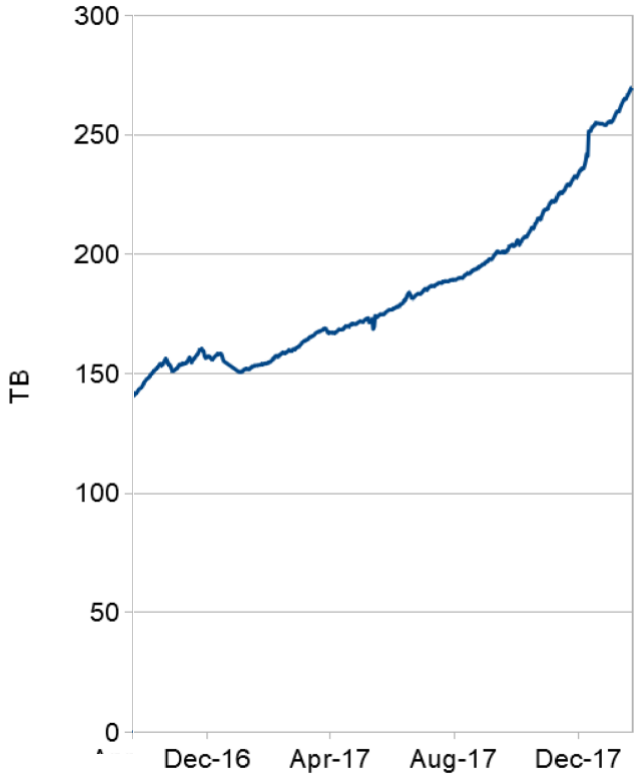
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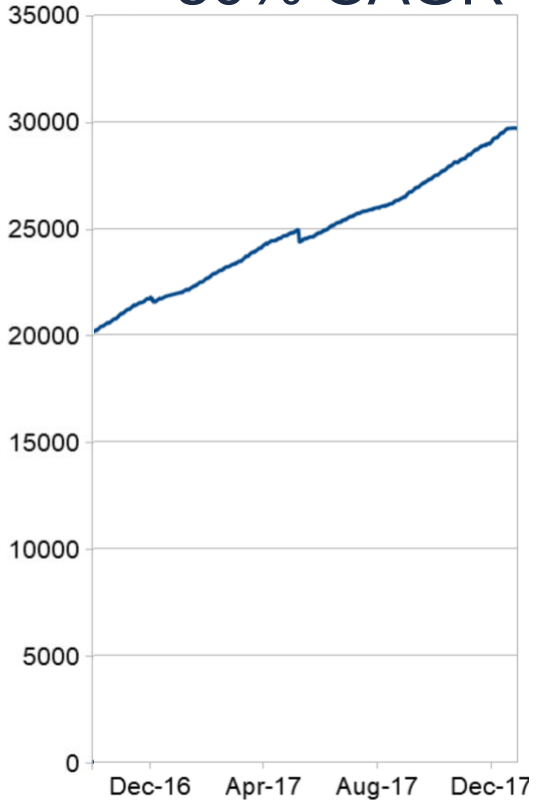
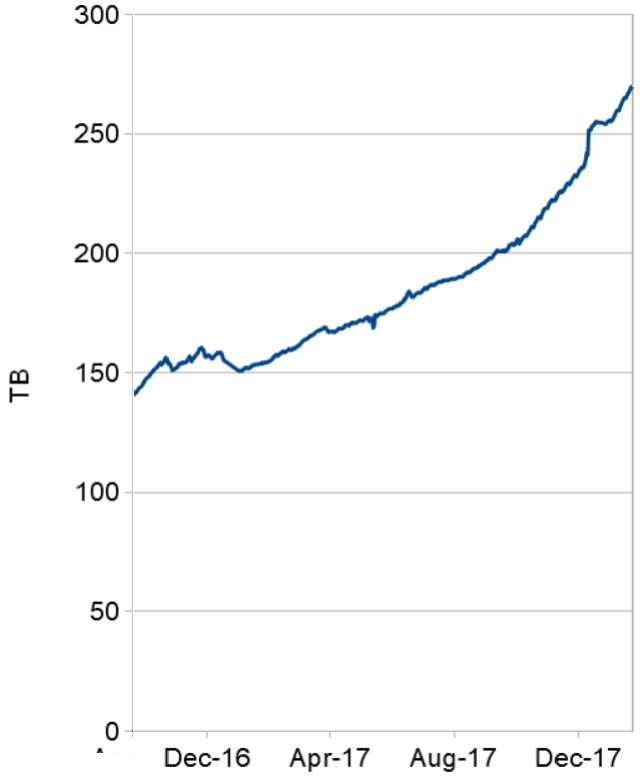
# 50% CAGR




# 80% CAGR



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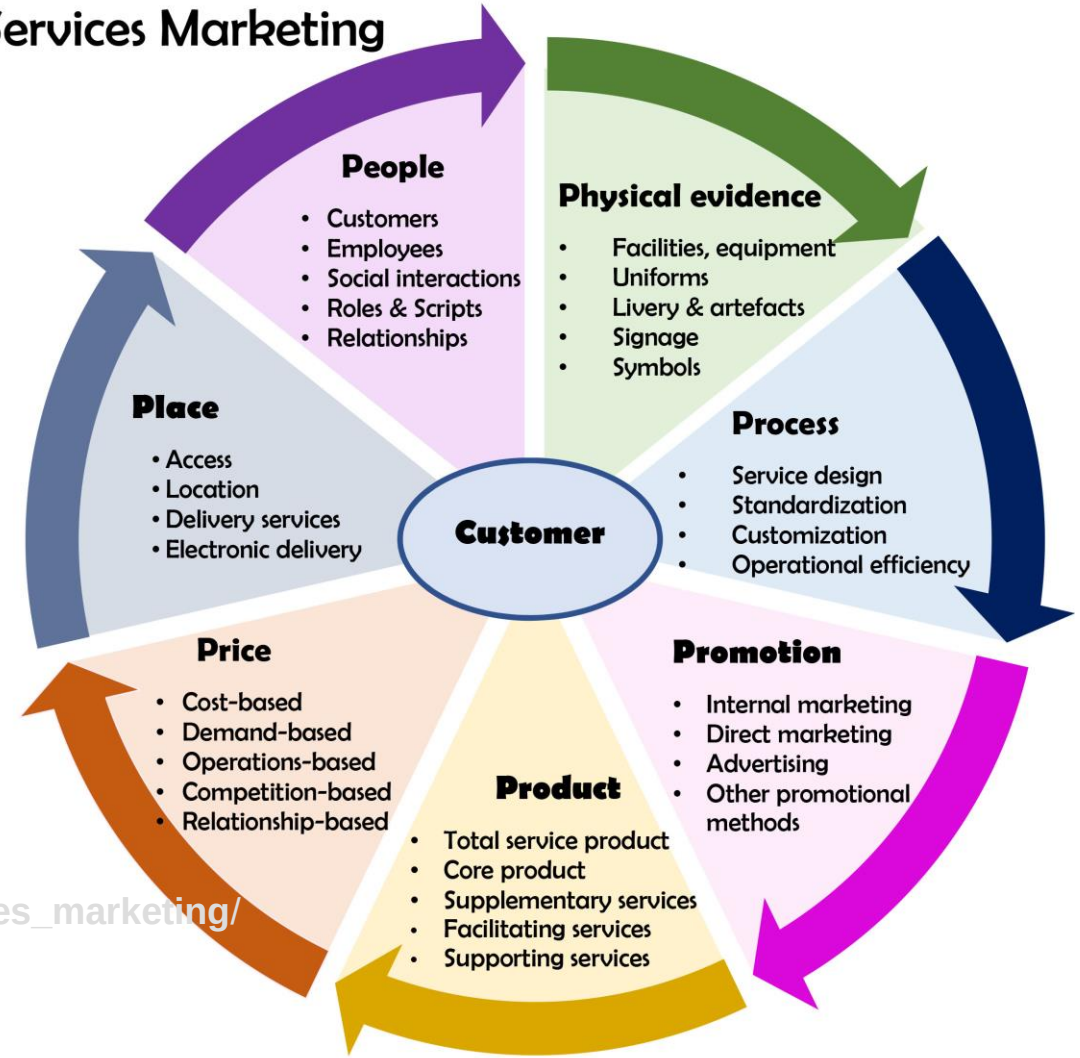
# Recipes?

- Management
- Process
- Approval / Denial
- Totally awesome trends
- Fancy graphics too complicated to understand what you are really doing. -> BS

# The 7 Ps of Services Marketing

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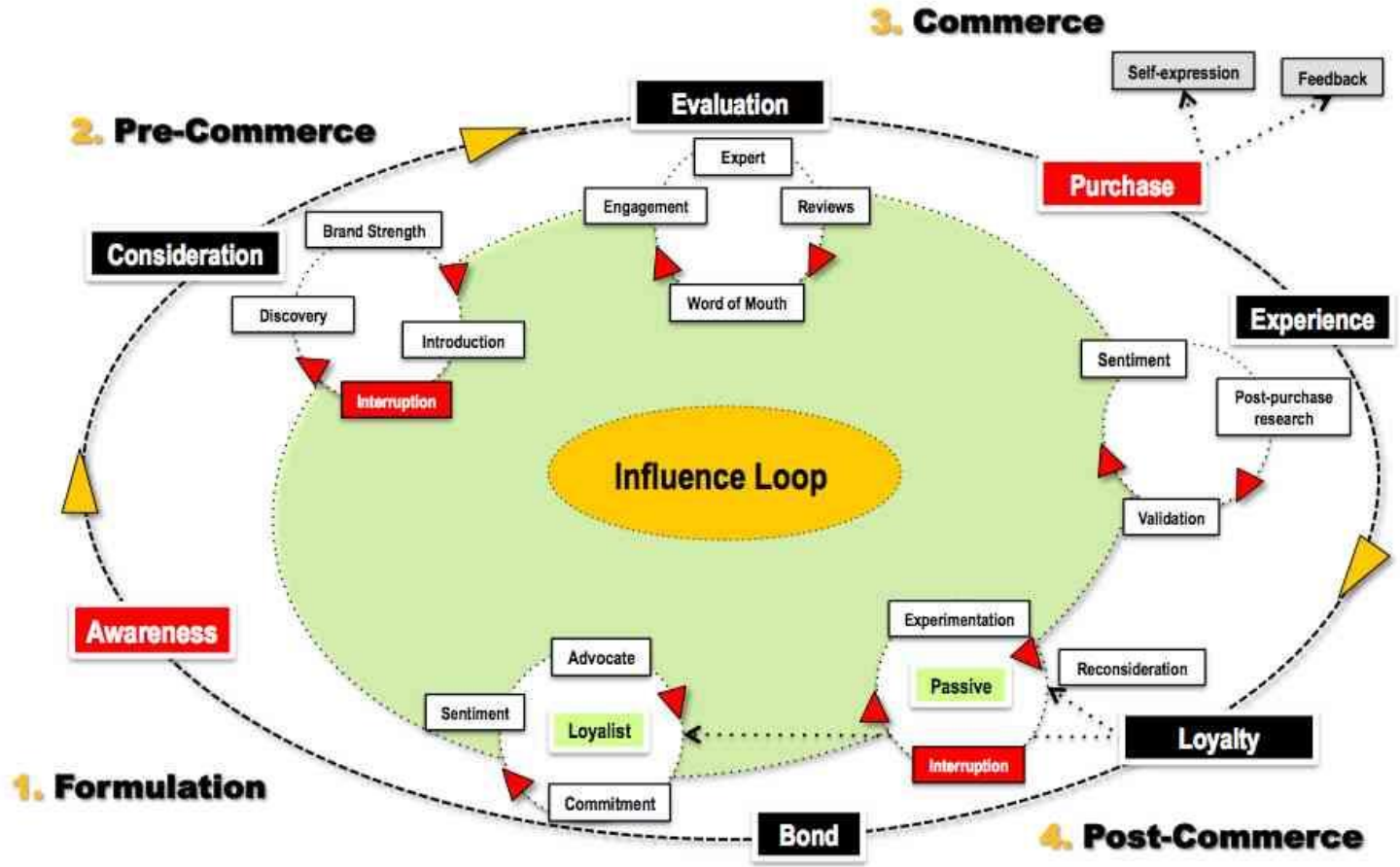
en.wikipedia.org/wiki/Services_marketing/

# The Dynamic Customer Decision Journey



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# Do not force people to be a Paper Towel Roll!

- Point of View limited
- Unsatisfactory
- Get to see dirt, trash bin, landfill
- Expected results WILL be fitting
- DO NOT MANAGE PAPER TOWEL ROLLS ( DNMPTR)

# DNMPTR Recipe!

- 360°, your job. Limit Detail
- Underline purpose
- Respect people and aspirations
- Their results are your success
- Empathy, not Sympathy.

# FAST Lifecycles 2014: EFSS / OC

# FAST Lifecycles 2015: EFSS / no OC

# FAST Lifecycles 2016: EFSS / no OC

# FAST Lifecycles 2017: CCP / no OC

# FAST Lifecycles 2018: CCP / OC

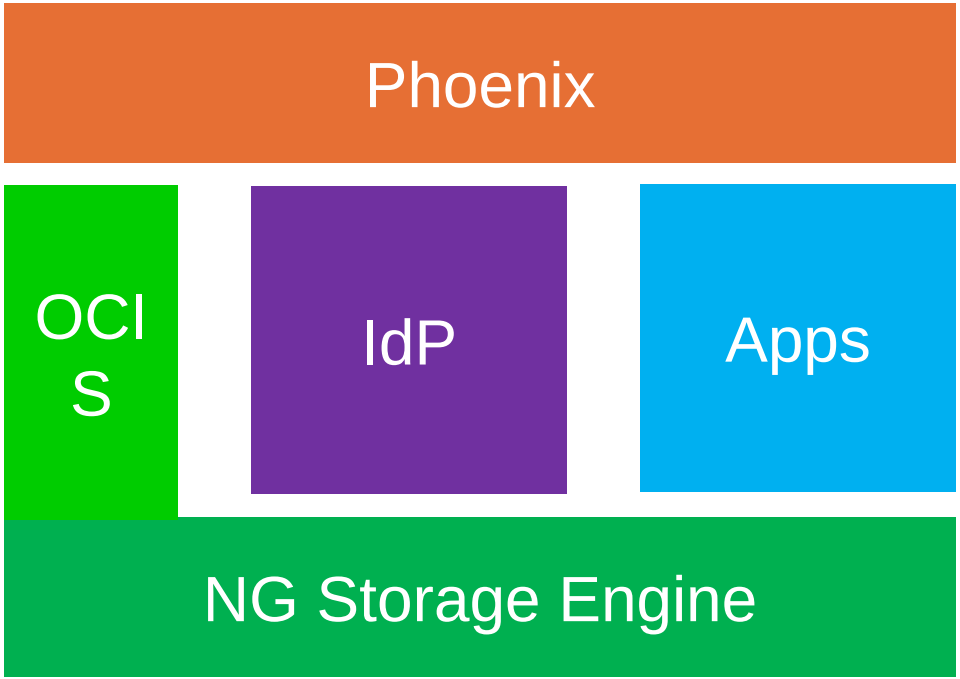
# The only easy day is yesterday!

- Change is the only constant
- People will oppose
- Efficiency is King
- Management never understands
- Focus on tomorrow!

# Soltion for tomorrow? Requirements:

- Valid for forseeable future (8-10y)
- Robust operations and error handling
- Efficient operations and scaling
- Millions of users
- Billions of files
- Exabytes of data

# ownCloud Infinite Scale



# ownCloud Infinite Scale

- Adios „PHP“
- Quality > Features
- Viable long term foundation
- Great community effort
- Q2 2020

# Questions?

owncloud.com

facebook.com/ownCloud

@ownCloud

Rathsbergstr. 17 , 90411 Nürnberg

+49 911 14888690