



EBOX TECHNOLOGIES

8 lessons – Developing an OSS community

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About eBox Platform

About the **product**

- ◆ Development started in 2004
- ◆ A Unified Network Server for SMEs
 - ◆ A fully integrated network solution
- ◆ Open source alternative to Windows Small Business Server

About the **community**

- ◆ Over 1,700 contributors
- ◆ 8 % monthly growth
- ◆ 40,000 deployments worldwide
- ◆ Packaged in Ubuntu Server



Lesson 1

Product must be useful
and documented
from the start



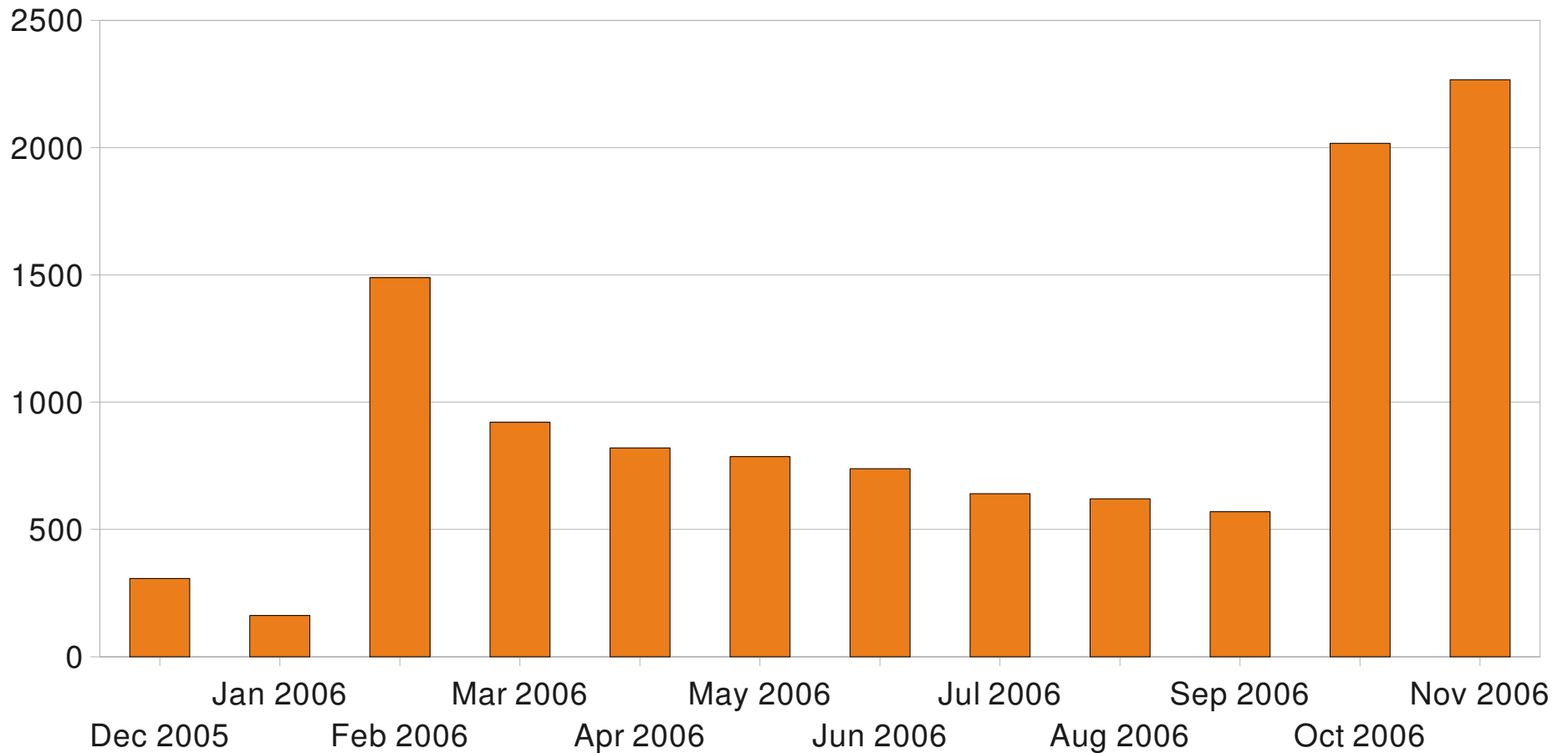
Lesson 2

You need to be active
to generate a community



Lesson 2

eBox downloads - first 12 months





Lesson 3

Use the platforms and tools
that best suit your approach



Lesson 4

A community contributes
in very different ways



Lesson 5

Supporting a community
takes effort and commitment;
plan for it in advance



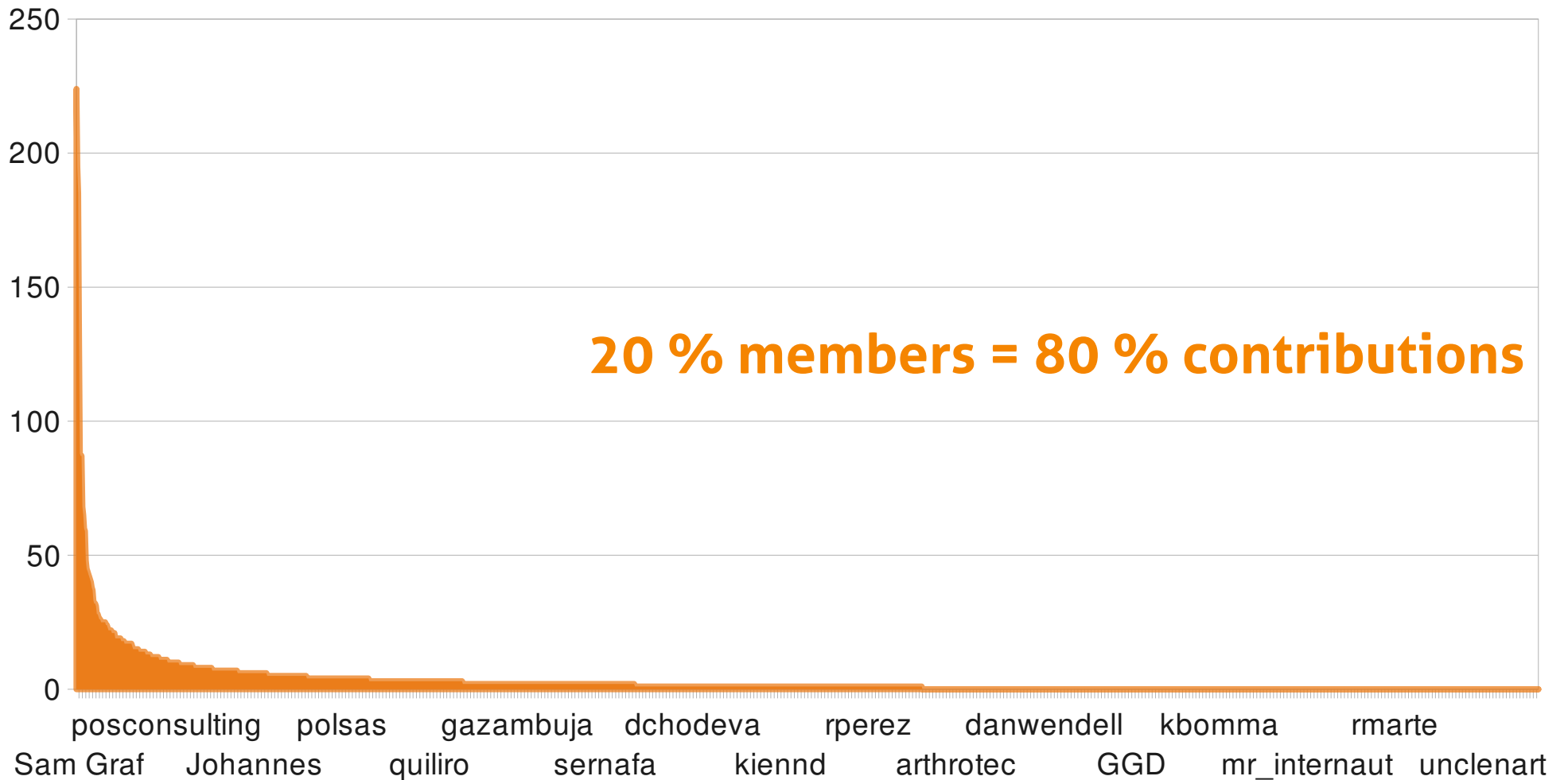
Lesson 6

Communities behave
following the principles of
Pareto and Andersson



Lesson 6

posts per member





Lesson 7

Don't treat your community
as non paying users

Don't treat your customers
as non contributors



Lesson 7

Community

Business

Paying users

Paying contributors

Non paying users

Non paying contributors

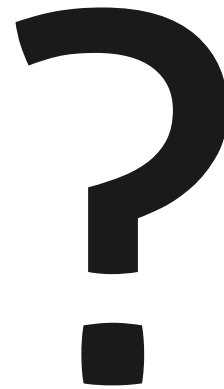


Lesson 8

Don't be hasty, Master Meriadoc!



Questions?





Thank you

<http://blogs.ebox-platform.com/icorreas>