FLOSS SaaS

Let's make a list of ideal SaaS offerings which can be compelling alternatives to Google Apps/Docs, Microsoft Office 365, Zoho, Basecamp, etc.

Criteria to be on this list

Essential

- To offer application support
  - Not shared hosting or just firing up a VM with the app
  - They'll ideally fix reported bugs, but at the very least verify them and track for resolution
- They handle upgrades
- Possible to migrate to the FLOSS version
  - SaaS version must available for download (so you can move your data if needed)
  - Upfront explanations on how to do this, and any costs involved.
- Uses an OSI license. It's OK to have additional non-FLOSS editions or services but they are not the target of this list
- Pay with a credit card or PayPal
- They are contributors to the FLOSS project
  - So by purchasing their services, you are indirectly helping the project

Nice to have

- A free trial version (ex.: 30 days)
- Multiple vendors (so you could move from one to another)
- Public and predictable pricing (ex.: Monthly fee per user, when applicable)
- An apparent business model so we can be reassured that it is a sustainable model (Freemium is OK)
- An open development process (public source repository, open contribution policy, etc.)
- Browser-based for quick access (if apps need to be installed, they should be cross platform)

The A-list

If a provider is almost there, please add on this list with a note of what they can improve.

- WordPress
- ONLYOFFICE (formerlyTeamLab)

- Acquia Gardens (Drupal)
- SugarCRM
- Piwik
- Plausible Analytics
- phpList
- Kaltura
- Wikia A heavily modified version of MediaWiki
- XWiki
- vtiger on demand
- Zimbra (Many providers)
- Zarafa (Many providers)
- Alfresco
- ownCloud
- NextCloud
- VanillaForums.com and VanillaForums.org
- Scrapy http://scrapinghub.com/opensource/
- Xibo
- SourceFabric offers Superdesk, Newscoop, Booktype, Airtime, Live Blog, and Citizen Desk.
- Pressbooks
- Mautic Marketing Automation
- GitLab (but not the Enterprise Edition)
- https://bitwarden.com/
- Sentry
- https://mist.io/
- https://h5p.com/
- https://www.invoiceninja.org/
- https://www.chatwoot.com/

Almost there

- BigBlueButton (can't register & pay online)
- Docverter "We're not quite ready for people to sign up yet. "
- Kolab
  - With Class A terms of service
  - http://kolab.org/blog/grote/2014/03/26/how-kolab-using-open-standards-interoperability
  - https://kolab.org/blog/greve/2013/08/09/mykolab.com-building-open-source-cloud-service-was-missing
  - Concern: A subscription is necessary to get updates

Developer tools

Not same class of web apps as above, but nonetheless very interesting

- GlitchTip
- https://sourcehut.org/pricing/

The ex-list

- Socialtext
  - Unfortunately, the Open Source release of Socialtext is no longer supported.
- MindTouch
  - Now SaaS only
- TWiki Can't register via credit card
- StatusNet
  - http://status.net/2012/12/18/upcoming-changes-in-the-status-net-service
- http://www.elastera.com/blog/why-magento-go-failed/

Excluded and why

- http://otalk.org/ https://www.openhub.net/p/otalk https://talky.io/
  - Concern: The only pieces we are not open-sourcing are the UI, glue code, and operationalized infrastructure—but that's it!
    - These are very important parts, and I don't think this is the best approach.
- Odoo (formerly known as OpenERP)
  - Concern explained here: http://wikisuite.org/WikiSuite-vs-Odoo#About_upgrades_data_confidentiality_and_a_fundamental_difference_of_philosophy

Related:

- http://en.wikipedia.org/wiki/OpenSaaS
- http://libreprojects.net/ A great list!
- Hosting company
- http://suite.tiki.org/Tiki+Suite+SaaS
- http://www.osbf.eu/global/news_and_events/detailed_view/datum/2011/08/09/open-source-governance-index/
- http://williamjudd.com/2011/01/28/the-threat-of-saas-to-open-source/
- http://www.datamation.com/osrc/article.php/3914336/50-Open-Source-Apps-You-Can-Use-in-the-Cloud.htm
- http://www.datamation.com/open-source/60-open-source-apps-you-can-use-in-the-cloud-1.html
- http://forum.civicrm.org/index.php?topic=3603.0
- http://opensource.com/business/13/8/four-steps-cloud-providers
- https://opensource.com/article/18/5/open-source-saas-y-world
- https://opensource.com/article/18/5/open-source-saas-y-world-part-2

alias
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- FOSS SaaS
- SaaS FLOSS
- OpenSaaS