Open source vs proprietary

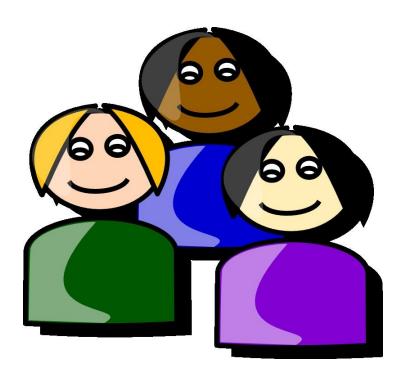**All** software acquisition is risky. Always consider:

- Acquisition cost - initial and ongoing
- Training costs - how much re-training is needed?
- Support costs - in-house or third party?
- Interoperability - what else does it need to work with?
- Reliability and security - look at track record

…regardless of whether it is open source or proprietary.

Competing solutions should be evaluated on the same criteria.

Open source pros

- A ready made community
- Community driven = community serving
- No licence costs
- No vendor lock in
- Infinitely customizable
- Investment is typically in training staff rather than a third party - staff development!

Open source cons

- Fear of no-one to blame
- No vendor jollies
- Project folding is more common than vendor folding
- Open source may be incompatible with other deployed software
- Proprietary software is often more feature rich
- Documentation quality is variable