



Liferay
Boot Camp 2022
10th Anniversary

Rocket.chat



Bert Moons
Pre-Sales Solution Architect - EMEA

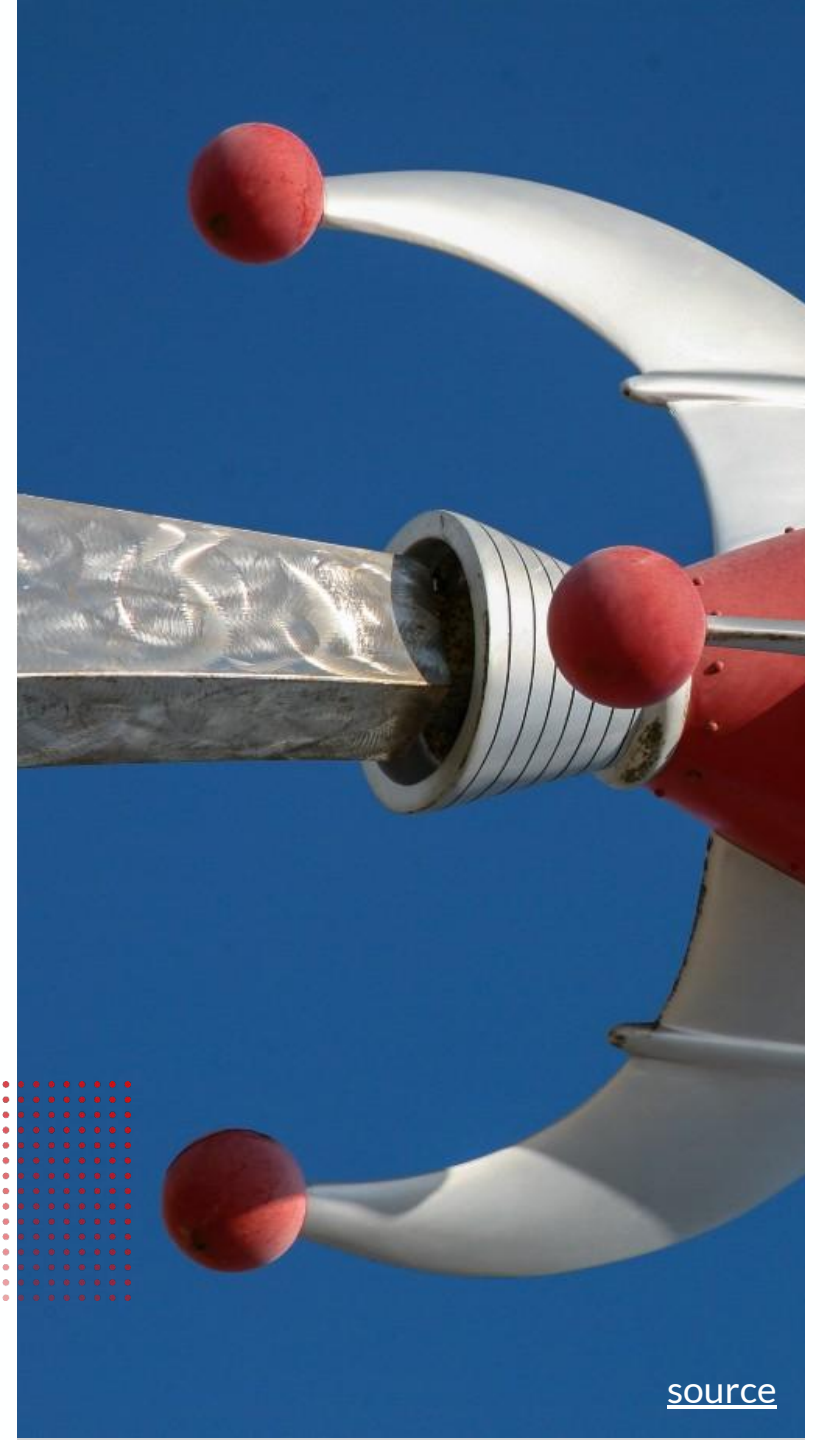
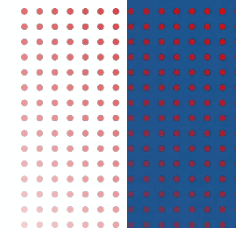


Floris van Geel
Community Lead



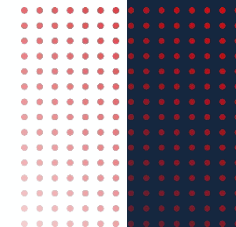
Summary

- ☒ Why open platforms
- ☐ How Rocket.chat can help
- ☐ Communities
- ☐ Success of Rocket.chat with Liferay
- ☐ Interoperability
- ☐ Open standards



Why open platforms

- Data privacy
- Data security
- Data Sovereignty
- Flexibility
- Transparency
- Cost efficiency



The push from the EU and governments toward open source



Europe takes a stance: **large messaging services** will have to open up



The implications of the European Commission's **Open Source Strategy**



How can Rocket.chat help?

Subtitle of the Chapter





The world's largest open source communications platform (according to [Github](#))

Rocket.Chat is a completely remote global open source corporation with employees in more than 40 locations.

Our mission

We enable collaboration between colleagues, business partners and customers without compromise. **So stop compromising...**

It's your Data | It's your Workspace | It's your Conversations



Porto Alegre
Brazil
Jorge Fayet, 757



Wilmington (HQ), DE
United States
251 Little Falls Dr

Investors:

NEA GREYCROFT

monashees+

ONEVC

VΛ

+150

Countries

+1,000

Contributors

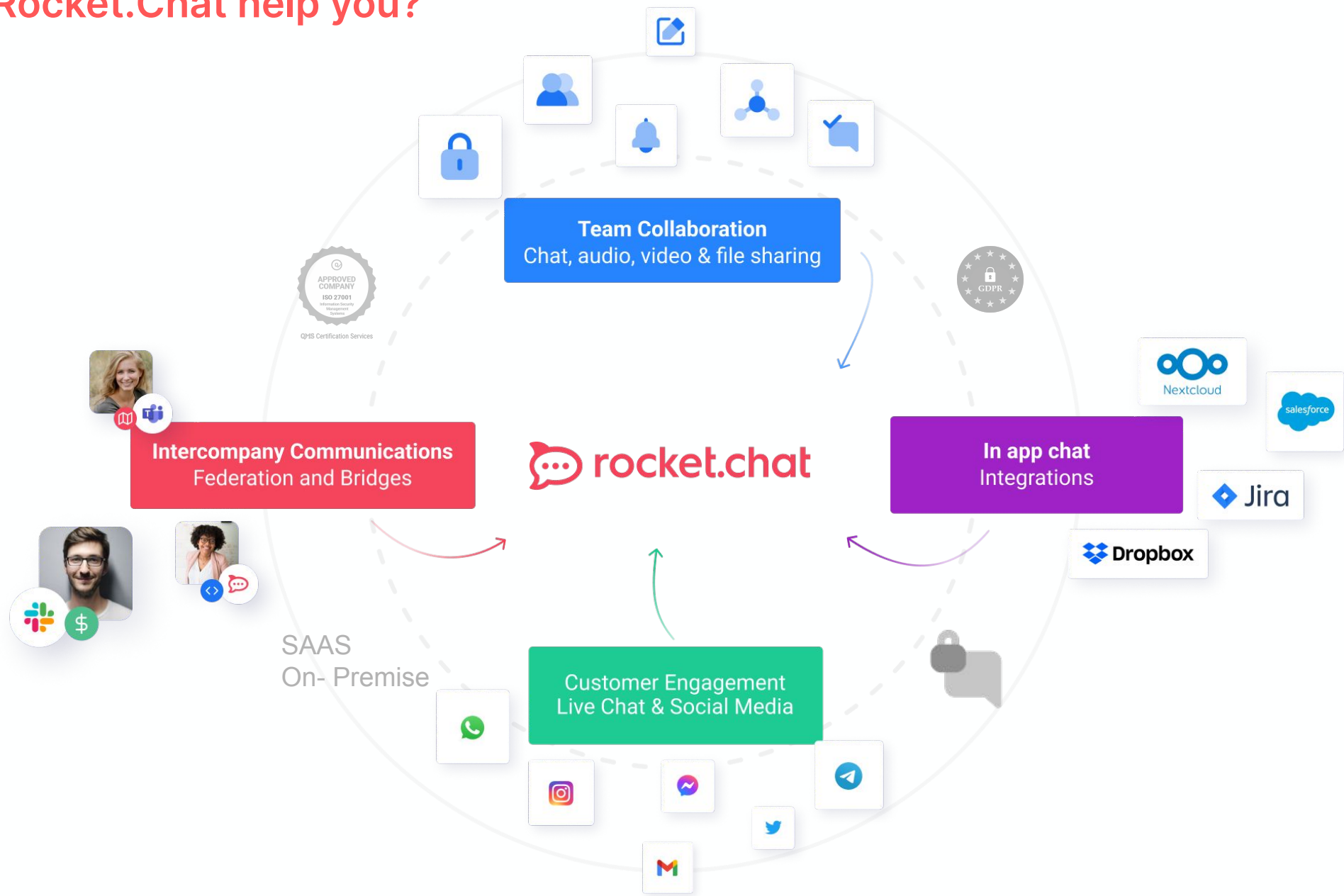
+15M

Registered users

+1M

Servers deployed

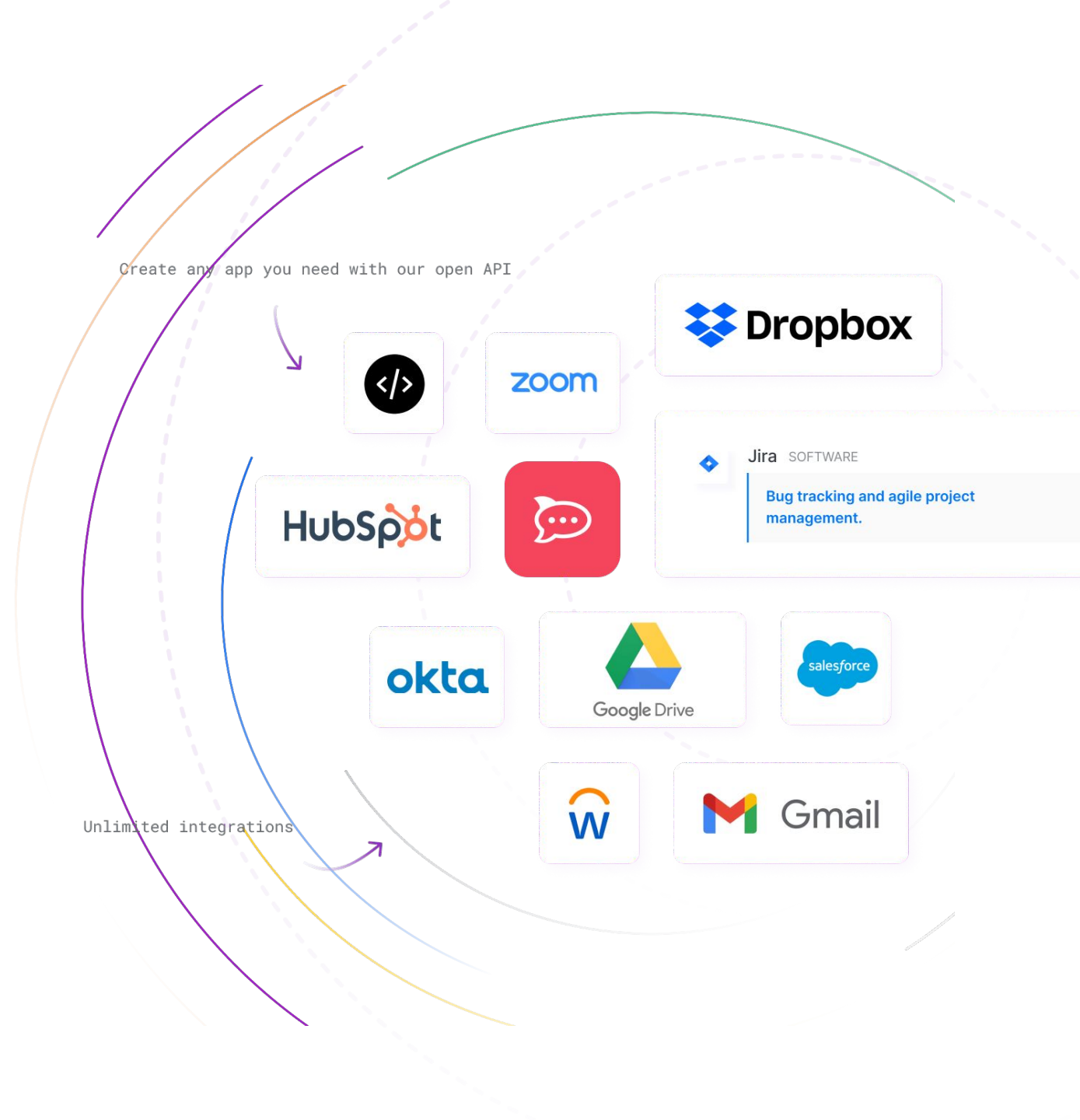
How can Rocket.Chat help you?





Explore **our marketplace** to find and build custom apps that streamline your workflows

Start now installing apps. **More than 20 apps categories.**

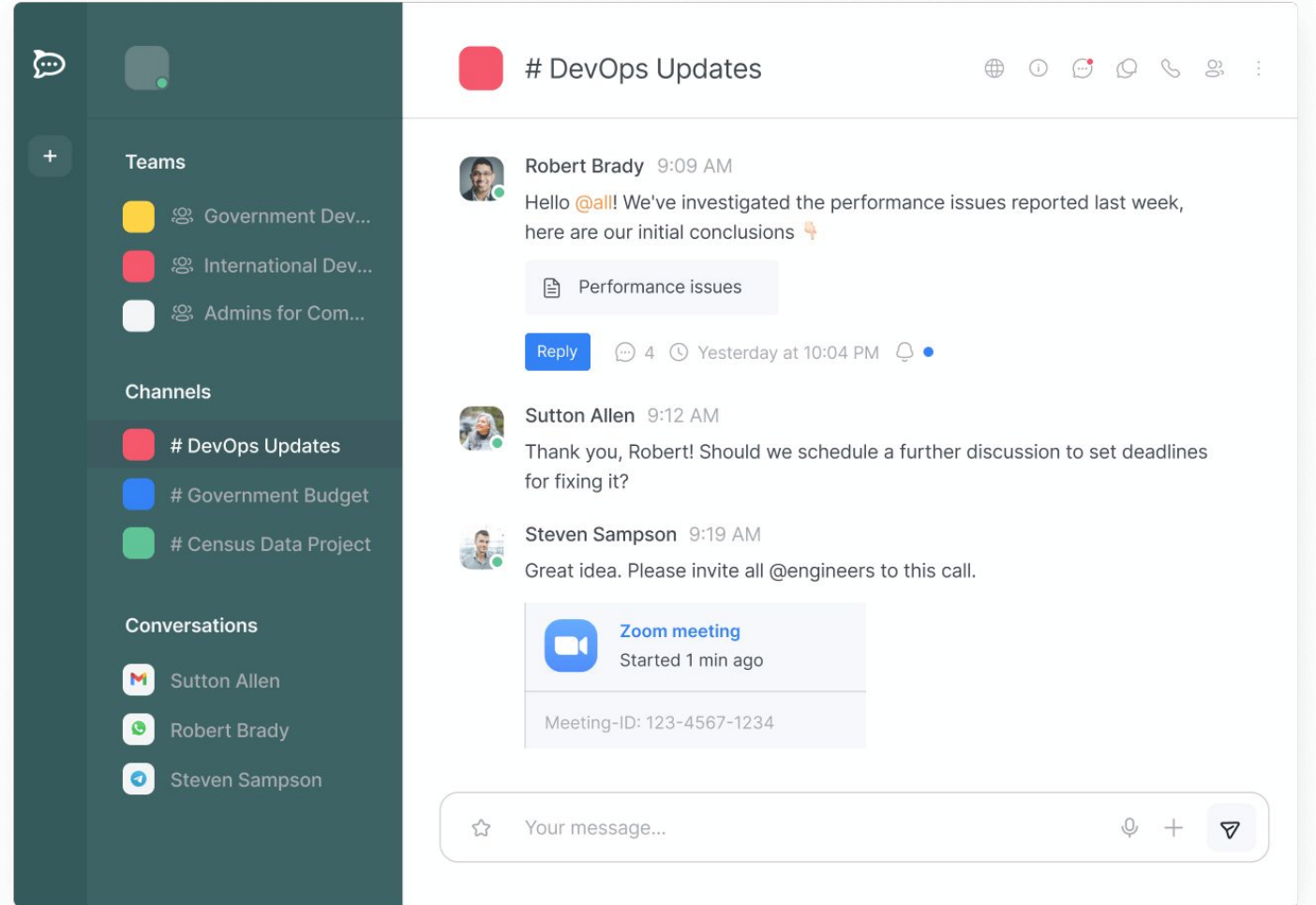




Confidently Deliver on Mission-Critical Objectives

Integrate disconnected systems, information, teams, and tools into a unified communications environment.

Rocket.Chat is built for federal offices, departments, and military branches, including civilian and DoD agencies.



QMS Certification Services



Enable two-way communications to **increase engagement and retention**

Healthcare

Centralize all your healthcare conversations under a single, HIPAA-ready messaging app and drive better patient outcomes.

E-learning

Establish a strong internal and external collaborative environment for students, teachers, and other staff. Increase efficiency and transform the learning experience.

Financial services

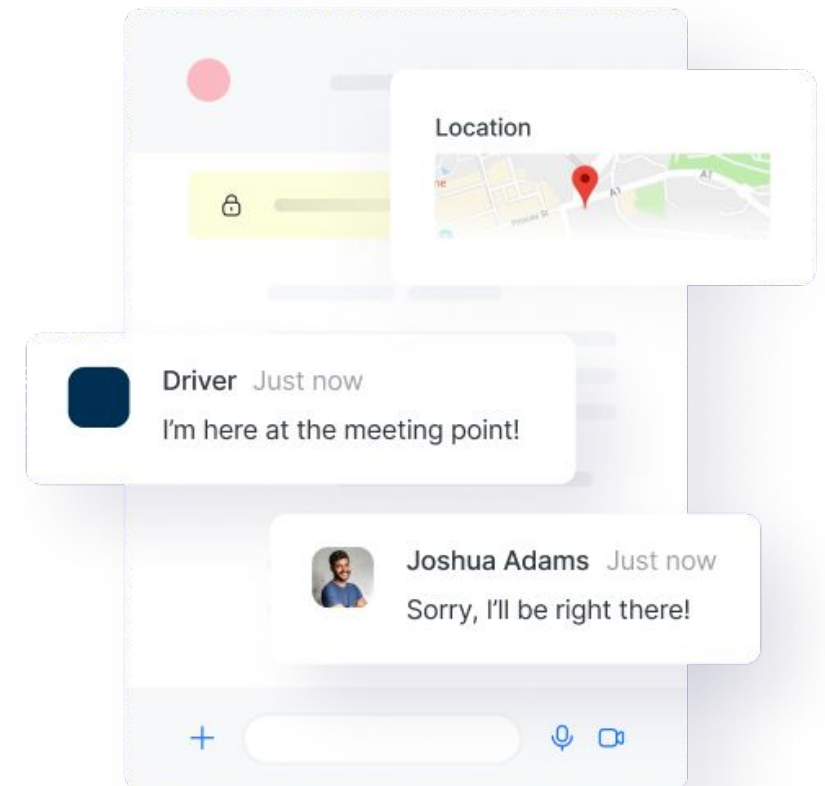
Redesign the user experience in your mobile banking apps to meet the needs of your customers.

On-Demand

Communicate with your users in real-time. Simplify the overall efficiency, humanize the service, and reduce booking cancellations.

E-commerce and Marketplace

Encourage buyers and sellers, buyers and buyers, and sellers and sellers to connect and communicate within your app. Increase engagement, conversion rate, and retention.



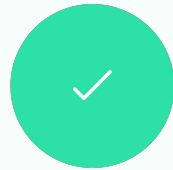
— Our Value

The Rocket.Chat **Difference**



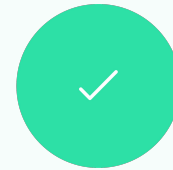
SaaS or Self-hosted option

Have the full control over the stewardship of your data



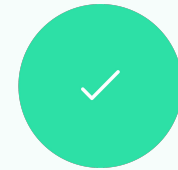
Full access to the code

Unlimited customization
Security assurances
See and contribute to the product roadmap



Not just for internal conversations

Talk to partners, vendors, website visitors and even customers, regardless of the channel they choose to connect with you.



Privacy & security

E2E encryption, ISO 27001 certified and compliant with GDPR, CCPA, LGPD and HIPAA.



QMS Certification Services



Communities

We're all neighbours.





Photo by [Providence Doucet](#) on [Unsplash](#)

Building Welcoming Communities

- 01 Make people feel welcome
- 02 Document everything
- 03 Be responsive
- 04 Don't tolerate bad actors
- 05 Meet contributors where they're at
- 06 Share ownership of your project
- 07 Set the bar for kindness
- 08 Focus on the journey, not the destination



Community is the ❤️ of open source

Healthy, thriving communities fuel the thousands of hours poured into open source every week. Many contributors point to other people as the reason for working - or not working - on open source. By learning how to tap into that power constructively, you'll help someone out there have an unforgettable open source experience.

Success of Rocket.chat with Liferay

Subtitle of the Chapter



One of the largest Ministries of EMEA

Rocket.Chat helped them improve customer experience as well as inter departmental communication, all in one platform.

- Industry: Government
- Geo: EMEA
- Users: 250,000
- Deployment: Self-managed EE



Business Needs

- The government organization that intends to unlock the sector's full value chain potential as a growth and a sustainable development engine.

Solution

- Fully integrated team collaboration solution whitelabeled inside Liferay as their intranet portal to provide chat functionality towards all their partners and ministries

Key Solutions

DevOps

Omnichannel

Team Collaboration

Data Security

In-App Chat

Client Outcomes

- Completely integrated communication/Video and intranet platform
- Improved inter departmental communication
- Provided a seamless chat / video conferencing tool to their end customers

Key Benefits

Improved Customer Service

Reduced Cost

Improved UX

Accelerated GtM



Interoperability

Subtitle of the Chapter





Silos



Rocket.chat to the rescue

01 Integration with many IM

02 Latest version Matrix protocol



Open standards

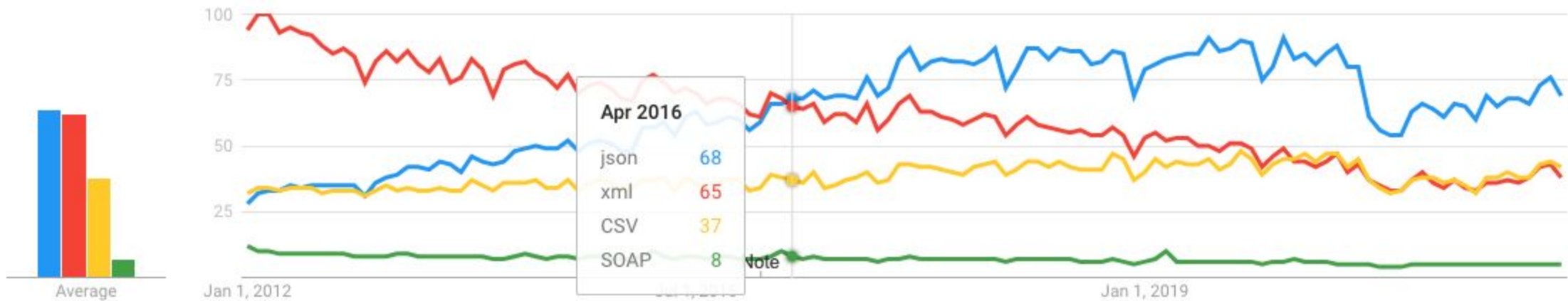
Subtitle of the Chapter



XML versus Json



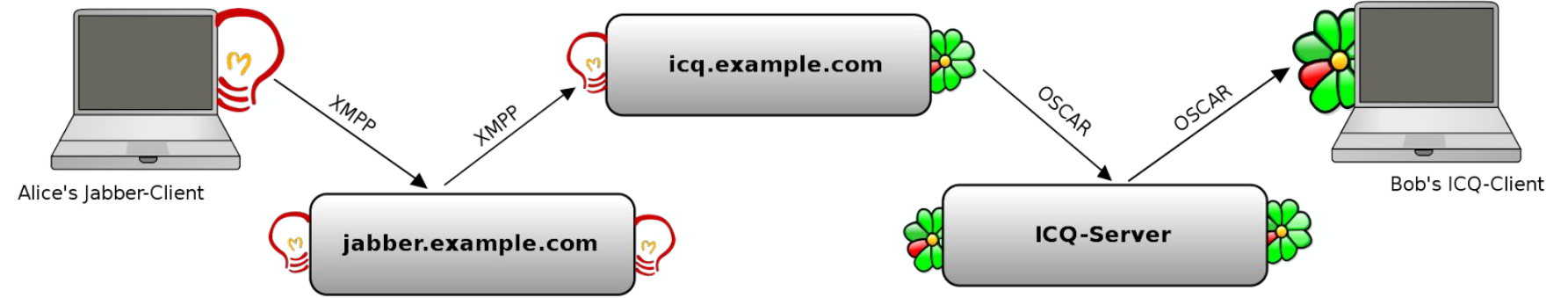
Stack Overflow question statistics.



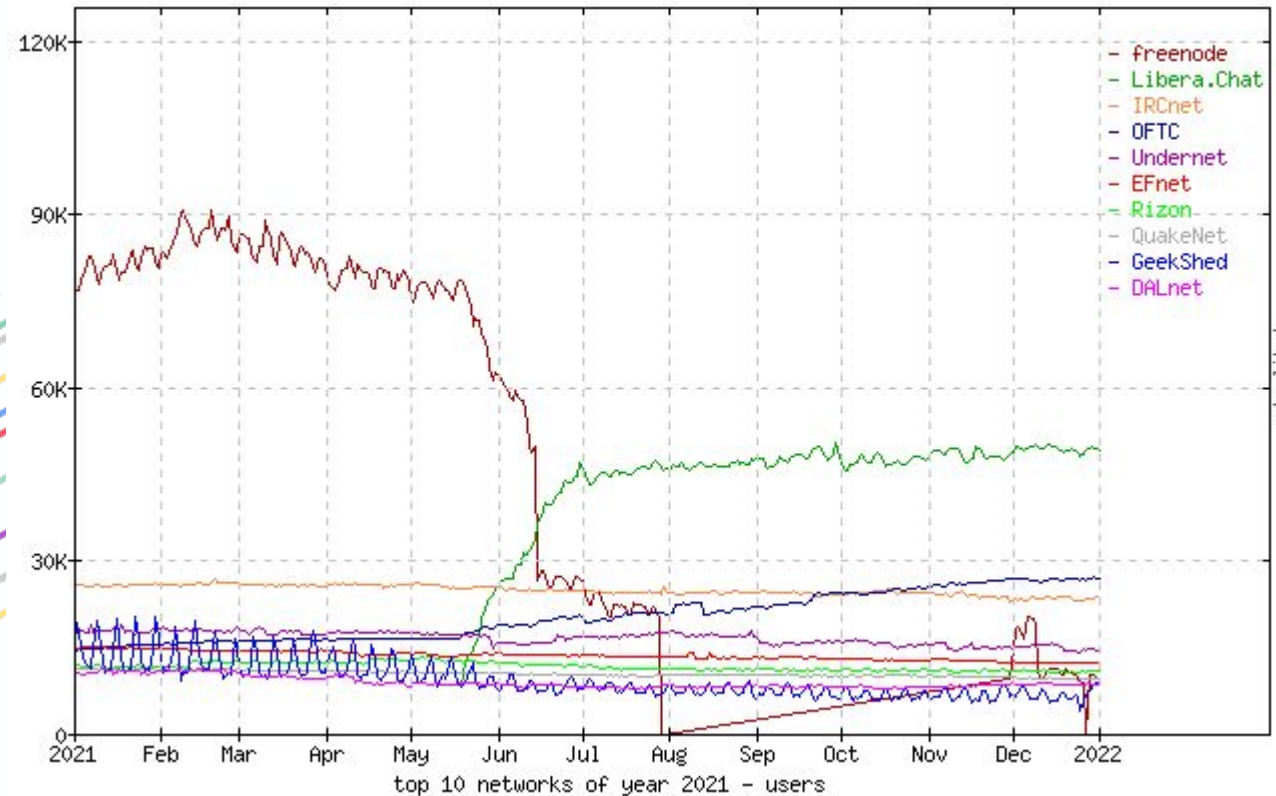
Google search trends



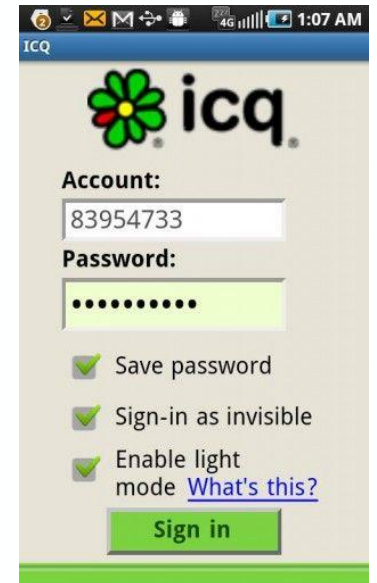
1974 Talkomatic
(University of Illinois)



ICQ, federated XMPP (first interoperable)



Sudden drop in freenode IRC users when registration got required.



ICQ app

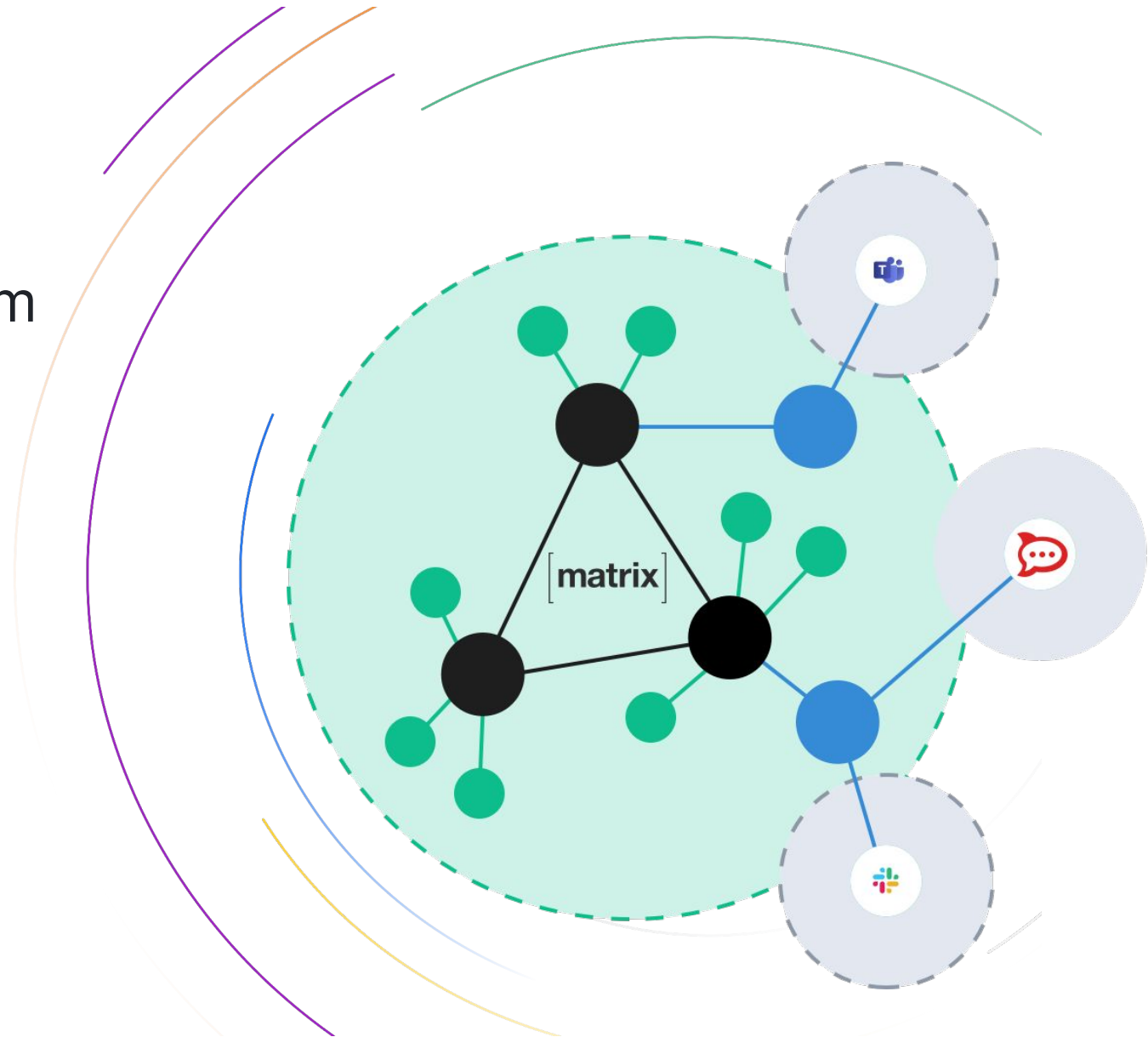
The background is black with abstract, flowing red lines on the left and right sides, creating a sense of movement and depth. The word "matrix" is centered in a bold, white, sans-serif font, enclosed within large white square brackets.

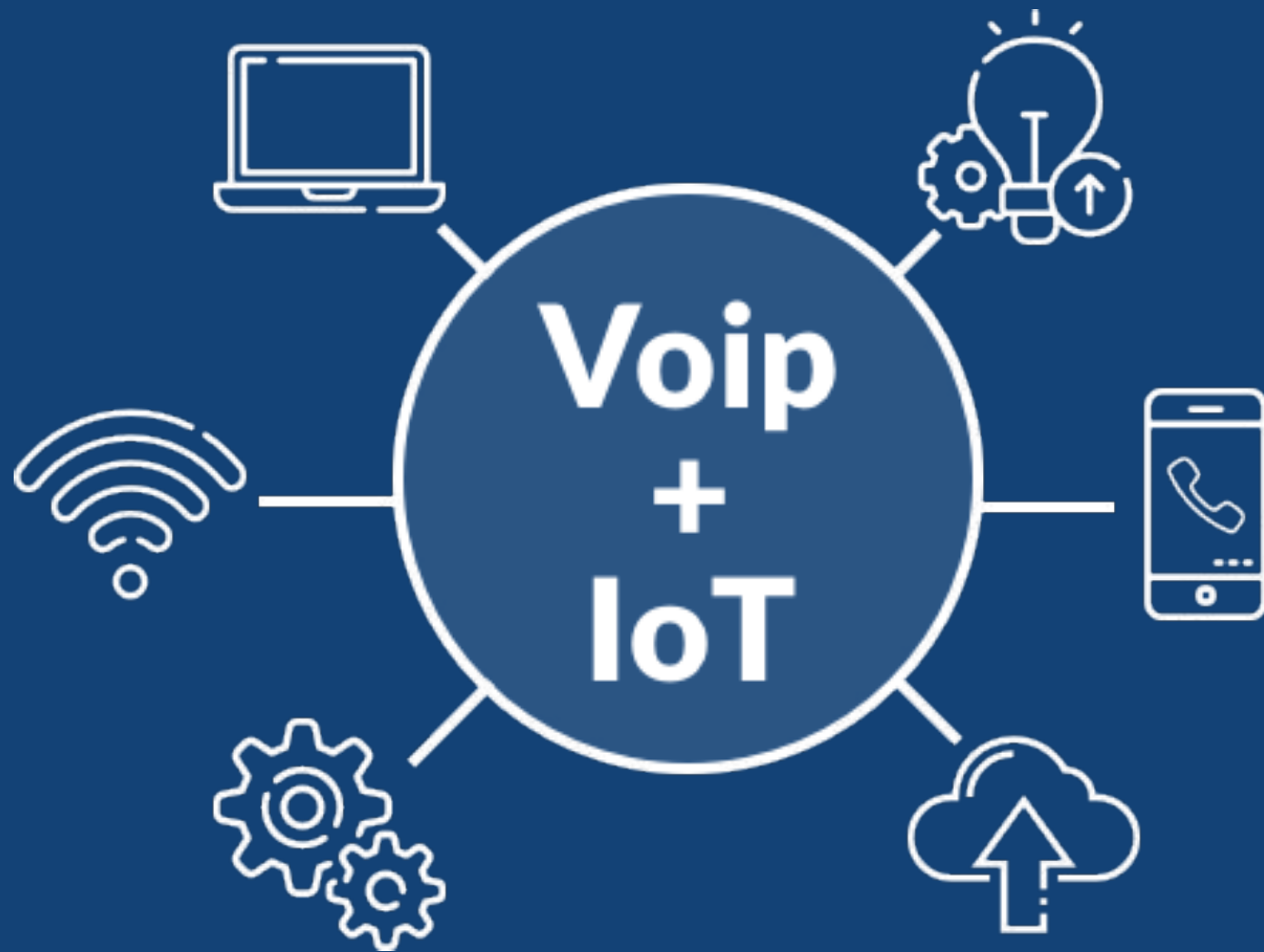
[matrix]



Decentralised Network Diagram

Rocket.Chat adapted matrix protocol and has integrations with (almost) all instant messaging and omnichannel.





HOW STANDARDS PROLIFERATE:
(SEE: A/C CHARGERS, CHARACTER ENCODINGS, INSTANT MESSAGING, ETC)



<https://xkcd.com/927>

Our suggestion: adopt the matrix standard or use Rocket.Chat



Thank you 😊



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