Parler aux utilisateurs / Talking to the users

8
Vote

DxO PhotoLab · Feature requests · 8 votes

Dec 2023
1 / 35
Dec

Pat91 Patrick Philippot 2 6d

[Version FR]

Bonjour à tous,

Pour de nombreux utilisateurs, DxO Photolab est techniquement le meilleur outil de traitement des fichiers RAW disponible sur le marché. C'est indiscutable. Cependant, année après année, nous constatons des incohérences dans son interface utilisateur, sans percevoir pour autant de réaction adéquate de la part de DxO. Par expérience professionnelle, je sais que négliger trop longtemps cet aspect d'un logiciel peut engendrer une lassitude parmi les utilisateurs qui, finalement, préféreront parfois un logiciel peut-être moins performant mais plus cohérent dans son interface, donc plus facilement utilisable. J'ai vu par le passé des logiciels techniquement quasi parfaits disparaître brutalement du marché à cause d'une négligence caractérisée concernant les demandes des utilisateurs. **La qualité fonctionnelle d'un logiciel n'est pas nécessairement le garant de son succès et de sa pérennité**. On a parfois l'impression que les développeurs de Photolab ne sont pas eux-mêmes photographes et que les choix qu'ils font se font sans être basés sur une pratique réelle du développement numérique. J'ai le sentiment que 2024 est l'année où DxO devrait se recentrer sur ce type de problème, même au prix d'une pause dans l'innovation technique. Les fonctions actuelles sont suffisantes et une maintenance attentive devrait suffire pour maintenir ce produit nettement au-dessus du lot.

Actuellement, la communication entre DxO et ses utilisateurs est limitée au programme de bêta test avec un niveau d'écoute des suggestions utilisateurs qui laisse souvent à désirer. C'est insuffisant. Il n'y a plus aucun échange, ni aucune réponse sur le forum "Requests". Certaines demandes dont l'intérêt est évident (et je ne parle pas uniquement des miennes 🙂) sont restées sans réponse depuis des années. Je pense que cette situation doit être corrigée. Je vois 2 moyens de le faire :

1. Augmenter la participation de DxO au forum Requests, au plus près possible de l'équipe de développement. Le fait que les non anglophones soient en pratique totalement exclus des échanges devrait également être pris en compte.
2. Il me semble que des échanges directs (je veux dire en présentiel) avec les utilisateurs devraient être envisagés. DxO Labs est basée à Boulogne-Billancourt, près de Paris. Je pense qu'il serait pertinent d'organiser une session d'une ou deux journées où des échanges directs avec l'équipe de développement seraient possibles. C'est une stratégie que Microsoft avait appliquée avec succès avec son programme MVP, certes avec de gros moyens. Mais cela peut s'envisager à plus petite échelle. Bien sûr cela exclurait les utilisateurs très éloignés de Paris mais je pense que le bénéfice qui pourrait être retiré de tels échanges aurait des conséquences positives pour tous. Pas besoin d'un grosse logistique pour mettre en place une telle session. Il ne manque pas sur ce forum d'utilisateurs actifs, non nécessairement bêta testeurs, qui ont une bonne connaissance du produit et dont les avis sont pertinents. À DxO de décider qui inviter.

Il y a longtemps que je songeais à faire cette proposition mais il me semble que c'est le moment de tenter quelque chose. Le thème de l'interface utilisateur de Photolab est devenu, à mon humble avis, un élément crucial de l'avenir du produit. Le négliger serait une erreur.

Merci de votre attention.

Patrick

1 Reply · Reply

created	last reply	replies	views	users	likes	links
6d	2m	33	447	9	27	2

Joanna Joanna Carter 6d

> Pat91:
>
> 1. It seems to me that direct exchanges (I mean face-to-face) with users should be considered. DxO Labs is based in Boulogne-Billancourt, near Paris. I think it would be appropriate to organize a one- or two-day session where direct exchanges with the development team would be possible. This is a strategy that Microsoft successfully applied with its MVP program, albeit with considerable resources. But it could be envisaged on a smaller scale. Of course, this would exclude users living far from Paris, but I think the benefits that could be derived from such exchanges would have positive consequences for everyone. You don't need huge logistics to set up such a session. There's no shortage of active users on this forum, not necessarily beta testers, who have a good knowledge of the product and whose opinions are relevant. It's up to DxO to decide who to invite.

In my work as a consultant software engineer, I have had the immense pleasure of attending conferences organised by software companies who write software for us to use in writing software and by user support groups.

The best conferences are those that allow users direct access to a product's developer team, where users can get feedback and developers can explain how things are meant to work.

Something like a two day event allows for presentation and teaching sessions by both the product's staff and expert users, interspersed by coffee and meal breaks where attendees can interact on a more casual basis.

Though I say it myself, one of the best ideas that I introduced, first in the UK and subsequently at a US conference, was the "Problem Clinic", where we set aside a small room, staffed by one or two expert users, where folks could come with their problems and we would attempt to answer directly or seek out someone else who we knew would have more knowledge than us. Then the enquirer would either come back or be contacted with the answer.

Yes, it meant travel and accommodation but the relationships that we built up between users and the company were worth their weight in gold for both users and, just as importantly, the company.

> Pat91:
>
> It's up to DxO to decide who to invite

Might I be so bold as to suggest that some of us do the organising and invite DxO to participate? That way, we can get a great conference for ourselves and, if DxO should refuse to participate, we will definitely know which side your bread is buttered.

P.S. I only live a 3 hour TGV journey from Paris.

1 Reply · Reply

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platypus Canon & Mac (Intel and M1) 6d

PhotoLab User Conference!

Why not, I live about 3.5 tgv hours away from Paris. Will probably take another two hours through Paris due to traffic 😬

Reply

---

geoffoote Geoff Foote 6d

What about allowing users who live too far away to participate in person to join in by Zoom or similar?

4 · Reply

George 6d

Amsterdam-Paris 3.5h by train or 5.5h by car.

George

Reply

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noname 6d

> Pat91:
>
> DxO Photolab is technically the best RAW processor available on the market. There's no question about that.

it is a delusion … "technically best" raw converter will not lose raw data that is not clipped in raw, DxO does… "technically best" raw converter does have provisions for using reproduction profiles - DxO does not … their demosaick is no better than the likes of ACR/LR AI/ML based one or in Iridient … AI/ML NR is no longer standing alone… and optics modules range from good indeed to cluelessness about Sony applying optics corrections to raw data - which essentially says that tales about testing each and every combo are just tales

1 Reply · Reply

Pat91 Patrick Philippot 6d

> Joanna:
>
> The best conferences are those that allow users direct access to a product's developer team, where users can get feedback and developers can explain how things are meant to work.

When I was a Microsoft .Net MVP and an independent consultant, I participated in some sessions organized by Microsoft in France and at Redmond, near Seattle. One of the key points was the ability of the product managers and development teams to patiently listen to the complaints expressed in such sessions. Severe critics were welcome (that is, until they started to ask the MVPs to become Microsoft evangelists).

Anyway, this must be a two-way exchange. Of course, I think we also have to listen to what DxO Labs have to say and explain, to what experts have learned from their experience but the main problem today is that they are not listening to us at all.

I admit that the benefit/workload ratio of some current requests is not high enough to trigger any development action but some others are clearly related to the lack of overall consistency of the product's UI and many of them are not difficult to implement.

My proposal is meant as a signal sent to DxO reminding them that too many issues have been ignored since years and that they can't continue doing so. I have advocated the use of Photolab for years and I'm a DxO customer since day zero (about 19 years ago when the first version of DxO Optics Pro was released). Now I see something that could put the Photolab future at risk and I think that they need to react.

1 · Reply

Pat91 Patrick Philippot 6d

> noname:
>
> it is a delusion … "technically best"

OK. It's a matter of opinion and user experience. Let's express this another way :

"For many users, DxO Photolab is technically the best RAW processor available on the market."

I suggest that we do not start a discussion about this. What we want is to make the product better. That's the purpose of this proposal.

1 · Reply

JoPoV 6d

About 2 hours from Paris when not in Paris.
0 mn when in Paris.

1 · Reply

JoPoV 6d

> Pat91:
>
> Le thème de l'interface utilisateur de Photolab est devenu, à mon humble avis, un élément crucial de l'avenir du produit. Le négliger serait une erreur.

> Pat91:
>
> J'ai le sentiment que 2024 est l'année où DxO devrait se recentrer sur ce type de problème, même au prix d'une pause dans l'innovation technique.

Une telle pause serait bienvenue si elle est aussi accompagnée d'une recherche d'optimisation afin de rendre PL plus réactif.
Que DP et DPXD necessitent leur temps de processing est comprehensible.
Mais il semble quand meme qu'a de nombreux niveaux la puissance des stations actuelles est soit gaspillée soit non utilisée.
Et que des petits détails comme action quand le bouton de la souris est relaché plutot que quand il est appuyé augmentent cette sensation de lenteur et de non réactivité du logiciel.

2 · Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 1 6d

@Pat91 So we have complaints in the forum that some users are "shouting" down others and now you want to provide an actual opportunity for those users to really shout down the rest.

Given the number of users who might turn up it is a ridiculous idea, and yes the company I worked for had annual "Large Systems" and "NAP" (the telephony interface) gatherings in Europe and I accompanied my customer to meetings at the development Plant in the US. But these were customers paying millions and as such, limited in number.

Just restore the participation of a DxO representative to the forum and then improve that interaction to provide access to other developers on a routine basis rather than "invite" them all to a "bun fight".

Yes DxPL seems to be getting progressively less responsive at every release but we have a forum, if you believe that airing your concerns personally will somehow change DxO's mind you have a far greater confidence in the powers of face to face persuasion than I do, particularly with the number of users that might be involved.

Every time you find something not the way you feel it should be write a post and submit a support request.

PS:- The only thing stopping development engineers posting in the forum is DxO, their blind obstinance may well lead to the downfall of the company but (sadly) I don't feel that a face to face meeting is going to change that!

2 Replies · 1 · Reply

Pat91 Patrick Philippot 6d

> BHAYT:
>
> I don't feel that a face to face meeting is going to change that!

There's no point in trying.

Reply

JoPoV 5d

> BHAYT:
>
> you want to provide an actual opportunity for those users to really shout down the rest.
> …
> I worked for had annual "Large Systems" and "NAP"
> …
> But these were customers paying millions and as such, limited in number.
> …
> Every time you find something not the way you feel it should be write a post and submit a support request.

I'm not sure you're doing the right conclusion.
For my part, I found the contributions of Pat, a PL beta tester and former software engineer, to be a morale booster when it comes to the possibility of seeing the DxO team react and at least clarify what their policy is for the future.
I'm totally convinced that this new reality of reacting to the web world is one of the worst distortions of democracy (Europe didn't instigate this), but since the world now works like that, we have to force ourselves to do it.
And I really think that PL users (like me) really need to understand what direction PL is going to take.
And I don't think that PL users have the idea of shout down the rest.
On the contrary, this will help them to understand DxO's medium and long-term vision, and to calm down expectations about details that can slow down a real groundwork.
Anyway, thanks to you (@BHAYT), @Pat91 , @Joanna , @noname , @mwsilvers , @MSmithy , @platypus and all other I forget just now for your contribution to this forum.

Yes DxO should thank you too.

1 · Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 5d

> JoPoV:
>
> Anyway, thanks to you (@BHAYT), @Pat91 , @Joanna , @noname , @mwsilvers , @MSmithy , @platypus and all other I forget just now for your contribution to this forum.

@JoPoV Thank you for your approbation but a physical meeting is actually a limiting thing, limited to those that can attend, can afford the time and money to attend and are not "barred" from attending by age, infirmity, cost etc…

ACDSee put on "show and tell" video "conferences" just before a every new release and the likes of "Tim Shields" also show how it can be done as he sells his training courses, or are they brain-washing sessions!?

But the first big hurdle is to actually get DxO to be even vaguely open about their upcoming Beta release let alone their long-term goals!

I don't see that a face to face meeting will in any way change that until we have a sea change (sorry a fundamental shift) in DxO's general attitude which has been going backwards over this last year +.

The only time we "see" a DxO engineer is during Beta testing with some additional appearances in the normal forum, but far less than was the case prior to that and many of us lamented that the contact was poor then, little did we know what was in store.

Instead of DxO using its forum and forum members to its own advantage it seems to deliberately turns its back on the users and plough its own furrow (sorry follow its own path) regardless .

When the first EA arrives it is already too late and while some changes are possible others simply are not and users can be stuck with some truly dumb moves for which no explanation is given because it is DxO's product after all, not ours!

We have a much bigger hill to climb than getting a face to face meeting!

1 · Reply

George 5d

I think I've to agree with @BHAYT .
But it would be a good reason for a long weekend in Paris. 😀

George

1 · Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 5d

> George:
>
> I think I've to agree with @BHAYT .
> But it would be a good reason for a long weekend in Paris.

@George My last memory of Paris was being driven to a customer meeting with France Telecom, after they bought Orange (now part of EE) across the giant roundabout, almost as much "fun" as a fairground ride!!!

Until DxO decides to use its forum instead of (appearing to) actively shun it, we have a giant mountain to climb and I am getting too old to climb mountains!

Regards

Bryan

2 · Reply

George 5d

Before this new forum layout it was called feedback.dxo.com 1, now it's called forum.dxo.com.
That might tell us about the way they're moving.

George

Reply

Joanna Joanna Carter 5d

Hold on folks!

I think of a conference, not as a means of confronting and beating up DxO but, primarily, of meeting other users and sharing knowledge and techniques with each other - with the additional pleasure of gathering around the table in a good restaurant for the evening.

It would also allow us to consolidate any concerns we might have without having to make them public until we have discussed them amongst ourselves.

Now, if DxO would deign to attend and to participate, all the better. There would, of course, be a pubic "press release" on how the conference went and any resulting reaction from attendees as to the success or otherwise of the get together.

Do you see where I am going with this approach?

Reply

This is the first time black-raven has posted — let's welcome them to our community!

black-raven 5d

Bonjour,

C'est mon tout premier message sur ce forum et je ne sais pas s'il existe une rubrique présentation…

J'utilise DXO depuis Optics Pro 9 et j'en suis resté à Photolab 5, FilmPack 6 et ViewPoint 3 (je suis sous Windows).

Photolab correspond à ma façon de travailler et j'aime particulièrement la qualité du rendu final, même si tout n'est pas parfait, loin de là. C'est pour cette raison que le sujet évoqué par Pat91 m'a donné envie de contribuer ici.

Depuis des années, il y a beaucoup de choses qui sont restées sans évolution alors que ça existe chez la concurrence. Voici une liste de ce que j'aimerais voir ajouté ou amélioré :

- **Une option balance des blancs automatique**. Ce n'est pas grand-chose, mais ça sauverait énormément de photos. Je pratique essentiellement la photo animalière en sous-bois, et en cas de balance des blancs erronée, la pipette est rarement efficace dans ces conditions. Cette option existe dans d'autres logiciels et je ne vois pas pourquoi DXO n'arriverait pas à l'implémenter.
- **Un outil courbe plus évolué** avec, pourquoi pas, des formes de courbes prédéfinies
- **Des curseurs de tonalité sélectives qui fonctionnent enfin sur les bonnes plages tonales**. C'est un soucis connu et reconnu et il s'avère que dans les faits, l'usage en est problématique.
- Un historique qui soit conservé à la fermeture.
- Un outil Panorama ainsi que la fusion HDR ferait le bonheur des paysagistes.

Je suis d'accord sur le fait que l'interface demanderait un petit coup de rafraichissement.
Personnellement la disposition par onglets me convient parfaitement, mais je trouve la police utilisée trop grosse. Ca manque de finesse et ça prend beaucoup de place.
Par ailleurs, le logiciel manque de réactivité, même sur de grosses configurations.

Comme je le disais plus haut, j'en suis resté à la version 5, car la 6 ne répondait pas à mes attentes, et la 7 encore moins. Et je ne parle pas des mesquineries tarifaires (masque de luminosité dans FP7, par exemple).

Je pense que l'équipe DXO doit ouvrir les yeux et écouter ses utilisateurs.
Comme Pat91, je travaille dans l'informatique (administration système / réseau) et je peux vous assurer qu'un logiciel manquant d'ergonomie est vite délaissé.

Cette idée de rencontre, physiquement et/ou via visio est une excellente idée et permettrait, à mon sens, à l'équipe de DXO d'évoluer sans rester figer sur ses acquis.

La concurrence progresse vite et se remet en question. Si DXO veut continuer à vendre et proposer de nouvelles choses, elle n'a pas le choix, elle doit être à l'écoute.

1 Reply · 4 · Reply

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platypus Canon & Mac (Intel and M1) 5d

Why not try a zoom conference as a start? Inviting CaptainPO and Musashi could possibly help DxO to participate.

We'd need a) an agenda, b) a few rules of behaviour plus c) a moderator.

1 · Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 30… 1 black-raven 5d

@Joanna If I don't travel outside the UK for holidays anymore or even do long journeys in the UK so I won't physically be coming to any meeting in Paris any time soon but no great loss there.

@platypus a better idea and it means that US and Australian and … users can also join in if they so wish.

@black-raven I have taken the liberty of translating your post so that I can read it hopefully I got it all but not formatted as your original.

I stopped learning French at the age of 15 albeit I remembered enough that when doing an **audit** of a banking system in Arras by the end of the week I understood enough of a conversation between the customer's technical support and their senior analyst to be able to interject my own comments, much to their surprise!

I got a better reception from the customer than I did from my French colleagues but that is another story!

Translation:-

Good morning,

This is my very first message on this forum and I don't know if there is a presentation section…

I've been using DXO since Optics Pro 9 and have stuck with Photolab 5, FilmPack 6 and ViewPoint 3 (I'm on Windows).

Photolab corresponds to my way of working and I particularly like the quality of the final result, even if everything is not perfect, far from it. This is why the subject raised by Pat91 made me want to contribute here.

For years, there have been many things that have remained unchanged even though they exist among the competition. Here is a list of what I would like to see added or improved:

An automatic white balance option. It's not much, but it would save a lot of photos. I mainly do wildlife photography in the undergrowth, and in the event of an incorrect white balance, the eyedropper is rarely effective in these conditions. This option exists in other software and I don't see why DXO couldn't implement it.

A more advanced curve tool with, why not, predefined curve shapes

Selective tone sliders that finally work in the right tonal ranges. This is a known and recognized problem and it turns out that in reality, its use is problematic.

A history that is preserved upon closing.

A Panorama tool as well as HDR fusion would delight landscapers.
I agree that the interface could use a little refreshing.
Personally, the tabbed layout suits me perfectly, but I find the font used to be too big. It lacks finesse and takes up a lot of space.
Furthermore, the software lacks responsiveness, even on large configurations.

As I said above, I stayed with version 5, because 6 did not meet my expectations, and 7 even less. And I'm not talking about petty pricing (luminosity mask in FP7, for example).

I think the DXO team needs to open their eyes and listen to their users.
Like Pat91, I work in IT (system/network administration) and I can assure you that software lacking in ergonomics is quickly abandoned.

This idea of meeting, physically and/or via video is an excellent idea and would, in my opinion, allow the DXO team to evolve without remaining stuck on its achievements.

Competition is progressing quickly and is questioning itself. If DXO wants to continue to sell and offer new things, it has no choice, it must listen.

My comments:-

Like you DxPL suits me better than any other editor I have tried, I can start and stop editing at any point and return, or not, when I desire.

The issues you raise are some that I would also raise but DxO appears to try to play catch and put a spin on it in an attempt to appeal to new users but they have fallen way behind in so many areas I am not sure that is actually possible!

3 Replies · 1 · Reply

Pat91 Patrick Philippot Pat91 5d

Thanks to all for your comments. It seems that we have raised a subject.

I have nothing against taking the initiative ourselves (be it by organizing a meeting or by setting up a Zoom conference) but I'd really prefer if the initiative came from DxO.

This section of the forum is called "Feature requests". This **implies** that someone at DxO is keeping an eye on what is posted here. If they don't, or if they do read these threads but don't react after a reasonable period of time, I think we'll have a meaningful and definitive answer. Then, we can always decide what could be done to organize users outside of this forum and to facilitate exchanges and meetings.

If something happens on their side, let's see what they have to offer first regarding their customer relations policy. Another webinar, be it animated by a DxO representative or a designated expert is not what I'm looking for.

Re : Zoom
In my photo club, during the COVID period, we used Zoom for our meetings. Most of the time, the sessions ended in confusion (OK, I admit, we're French 😜). Zoom sessions are really useful for making decisions about well-defined, precisely listed points. Otherwise, they rarely lead to anything constructive. Just my opinions, though.

2 · Reply

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platypus Canon & Mac (Intel and M1) 5d

> Pat91:
>
> In my photo club, during the COVID period, we used Zoom for our meetings. Most of the time, the sessions ended in confusion (OK, I admit, we're French 😜). Zoom sessions are really useful for making decisions about well-defined, precisely listed points. Otherwise, they rarely lead to anything constructive. Just my opinions, though.

…and that is why I proposed to create an agenda, rules of communication and to have a moderator. An agenda could be set up with adding topics to a list that is best shared so that everyone can add to the list and, at a later stage, participate to isolate the most important topics, which need not necessarily be of photo-technical nature.

Waiting for DxO to take the lead is not going to take us anywhere, but if we look at the zoom conf. as a project (that will take some time and effort to accomplish), we might be able to start something. Inviting DxO will help them take a decision and if they don't want to participate, we'll have an answer too.

The current silence feels like a symptom of utmost stress at DxO, be it financially or organisationally…and I'd be happy to be proven otherwise by DxO. After all, **customer relationship management** is not new. But maybe we're dealing with a more agricultural paradigm here: Milk that cow!

1 · Reply

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noname 4d

may be C1 can buy DxO and simply discard everything but NR and optics corrections part … they don't have AI/ML NR (yet) - so that might be worthwhile … I do not see any other buyers

Reply

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noname 1 4d

> BHAYT:
>
> An automatic white balance option. It's not much, but it would save a lot of photos. I mainly do wildlife photography in the undergrowth, and in the event of an incorrect white balance, the eyedropper is rarely effective in these conditions. This option exists in other software and I don't see why DXO couldn't implement it.

Auto WB is already implemented… when you use a picker that covers more than 2x2 sensels (if you operate on un-demosaicked raw data from a camera with CFA - adjust for few more sensels if you have X-Trans CFA) or more than just 1 pixel for demosaicked data then you ALREADY do Auto WB … there is no big deal to do it for the whole image area, instead of sampling 50px radius spot … ACR/LR nailed that many years ago - you draw a rectangle in a frame and use that selected area (that can be as small as you want or as big as you want) to calculate WB … you can draw rectangle covering whole frame if your religion does not allow you (DxO !) to provide "Auto WB" option in drop down list in UI WB tool

What is more outrageous that DxO EVEN DOES NOT USE manufacturer's own AUTO WB ! most of camera manufacturers will write AUTO WB in raw files even if you are not using that option in settings for a shot (so you have several WB tags present, one of them has manufacturer's calculation of Auto WB using their algorithm) … so it is already present and calculated - so you only need to provide user with an option to select it ! in that same UI tool, extra options in drop down list

Reply

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noname 1 4d

> BHAYT:
>
> and I can assure you that software lacking in ergonomics is quickly abandoned.

or not … if you are talking about custom made core business system where the cost to abandon and migrate / map all data / business processes, train people, etc is simply too much to " quickly abandon" it

Reply

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noname 4d

and I am not mistaken DxO did send some marketing guy to a meet with some locals (Fédération Photographique de France = "As part of the partnership department, we organize video conferences with our various partners. Monday October 9, we invited DxO to tell us about their company and especially their strategy in terms of development and positioning of their products.") and those people produced a tube recording = https://www.youtube.com/live/APNpgfW1Rmk 5 (**Table ronde avec DxO** , sic !)

so they do meet just with more pliant audience 🙈 🙉 🙊

1 · Reply

Pat91 Patrick Philippot 4d

> noname:
>
> and those people produced a tube recording = https://www.youtube.com/live/APNpgfW1Rmk (**Table ronde avec DxO** , sic !)

A good global presentation of DxO's product line. Period. The only thing that I have learned is that all evangelists at DxO Labs are photographers. Good to know but what about the developers ? The only moment when someone asked questions about technical problems, the immediate answer was : contact the customer support.

So, this kind of meeting is exactly what personally I'm not looking for. What is really needed is a direct connection between the development team and the users, be it in this forum or during a face-to-face meeting, whatever the number of users who could be invited. Otherwise I'm not very interested. I'm not sure that a meeting with more than 25 or 30 users would be very productive. This was approximately the number of (non-Microsoft) MVPs attending the technical sessions where we had direct access to the MS developers and could get non marketing driven replies. Advanced users talking to developers… In some cases some of the attendees were also developers :

- Microsoft .Net developers talking to the developers of the .Net framework (which is used for Photolab, by the way)
- VBA Office developers talking to the MS Office developers
- etc.

Most of the time, these meetings were extremely profitable and often had a significant and visible impact on the product evolution. I have to admit that Microsoft MVPs were like spoiled children but until they asked us to become evangelists, the free speech rule was respected. Not only was it possible to be very critical but this was also expected.

1 · Reply

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platypus Canon & Mac (Intel and M1) 4d

> Pat91:
>
> So, this kind of meeting is exactly what personally I'm not looking for.

We'd need open-minded persons on all sides.

Sales and evangelists have their agenda, product owners should be less biased though.

Reply

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black-raven BHAYT 3d

@BHAYT Thanks for the translation, I'm not very comfortable holding a discussion in English!

Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 1 3d

@black-raven that's fine except I "earned" a few "hearts" that really belonged to your original mail, sorry!

Reply

Pat91 Patrick Philippot 2h

Hi,

The english version of my initial post has just been removed by the staff for the following reason :

*Your post was flagged as **off-topic**: the community feels it is not a good fit for the topic, as currently defined by the title and the first post.*

This post was flagged by the community and a staff member opted to remove it.

The good news is that we are now sure that someone at DxO is reading this section of the forum. But I'm wondering why the english version of the message is off-topic while the french version is not. Is my english that bad ? 😜

1 Reply · 1 · Reply

George 2h

Strange people these French.
Free from Asterix. 😃
Seems they reject your proposal and can't read french.

George

Reply

BHAYT Bryan [WIN10, PL7, VP4, FP7, G9 & EM1 Mkii, RTX 3060] 3m

> Pat91:
>
> This post was flagged by the community and a staff member opted to remove it.

@Pat91 Who in the community would flag the original translated post, that makes no sense and its removal even less sense!? Unless it was felt that is should only be expressed in French???

There is nothing in that post that warrants such action, in my opinion and in case the very reason for this topic is lost, except to the French speaking community, then here it is.

The opinions I expressed in response to this and other posts have not changed.

Regards

Bryan

Translation:-

Hello everyone,

For many users, DxO Photolab is technically the best RAW file processing tool available on the market. It is indisputable. However, year after year, we see inconsistencies in its user interface, without seeing an adequate reaction from DxO. From professional experience, I know that neglecting this aspect of software for too long can lead to weariness among users who, ultimately, will sometimes prefer software that is perhaps less efficient but more coherent in its interface, and therefore more easily usable. In the past, I have seen technically almost perfect software suddenly disappear from the market due to gross negligence regarding user requests. The functional quality of software is not necessarily the guarantor of its success and sustainability. We sometimes have the impression that Photolab developers are not photographers themselves and that the choices they make are made without being based on actual digital development practice. I have the feeling that 2024 is the year where DxO should refocus on this type of problem, even at the cost of a pause in technical innovation. The current features are sufficient and careful maintenance should be enough to keep this product significantly above the rest.

Currently, communication between DxO and its users is limited to the beta test program with a level of listening to user suggestions that often leaves something to be desired. It is insufficient. There are no longer any exchanges or responses on the "Requests" forum. Certain requests of obvious interest (and I'm not just talking about mine 🙂) have gone unanswered for years. I think this situation needs to be corrected. I see 2 ways to do this:

1. Increase DxO's participation in the Requests forum, as close as possible to the development team. The fact that non-English speakers are in practice completely excluded from exchanges should also be taken into account.
2. It seems to me that direct exchanges (I mean face-to-face) with users should be considered. DxO Labs is based in Boulogne-Billancourt, near Paris. I think it would be relevant to organize a one or two day session where direct exchanges with the development team would be possible. This is a strategy that Microsoft successfully applied with its MVP program, albeit with considerable resources. But this can be considered on a smaller scale. Of course this would exclude users very far from Paris but I think that the benefit that could be gained from such exchanges would have positive consequences for everyone. No need for major logistics to set up such a session. There is no shortage of active users on this forum, not necessarily beta testers, who have a good knowledge of the product and whose opinions are relevant. It's up to DxO to decide who to invite.

I have been thinking about making this proposal for a long time, but it seems to me that now is the time to try something. The Photolab UI theme has become, in my humble opinion, a crucial part of the future of the product. Neglecting it would be a mistake.

Thank you for your attention.

Patrick

Reply

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