
Enterprise Search Services

Break Free from Departmental Silos while Maximizing the Search Capabilities You Have Available to You.

A Coban ECM Offering

Overview

Every ECM implementation, regardless of size, leverages some aspect of Search functionality to provide an alternative medium, above and beyond traditional browsing behavior, for its users to locate relevant and accurate content. More often than not, Search functionality is limited to departmental silos which returns incomplete or irrelevant results based on the lack of organizational reach of the Search solution. This is typically due to lack of insight or expertise as to how best to leverage the capabilities of an Enterprise Search Solution to provide a richer and more effective user experience for locating the most relevant content across an organization. Our Enterprise Search Services will help you assess your current state solution while helping you to maximize the full extent of the search capabilities available to you.

Value Proposition

> **Maximize Your Investment in a Search Solution**

Whether you've already made an investment in an Enterprise Search solution or are considering augmenting your current capabilities, Coban can help you to evaluate your options and plan your long term Enterprise Search strategy. Search has been an integral part of every ECM implementation our team has worked on and we bring our combined years of experience to the fore in maximizing your Search investment.

> **Eliminate Those Familiar Departmental Silos**

Avoid the common pitfall of segregating your Search solution into departmental silos in which relevant content is only searchable through a specific departmental portal. Index your content into a unified Search solution providing consistent search results across organizational boundaries regardless of the context from where the search has been executed.

> **Extend the Reach & Relevance of Your Content**

Large organizations rarely have an in depth understanding which content items are most relevant and how they are used. Extend the intellectual property value of your content across your entire organization, opening new opportunities for targeting relevant and timely information to employees in similar roles and with similar needs.

> **Reduce Your Content Maintenance Costs**

Managing the interrelationships and associations between content in your ECM solution can be a costly and time consuming endeavor. With our expertise, learn how these associations can be derived dynamically and in real time by leveraging the full extent of your Search capabilities. New and more relevant relationships can be seen to evolve without user intervention, providing a richer and more relevant user browsing experience.

> **Let Search Drive Your Navigation**

Organizations are often constrained by a formal information architecture defining how an end user will navigate and interact with your site. This can sometimes lead to a rigid end user experience and one which is less adaptable to change within the organization. We can help you to break free from these constraints by leveraging the information that is already available in your Search solution and present your site structure in new and innovative ways, enhancing users' experience and helping them locate content more intuitively.

Service Description

> Search Assessment & Workshop

Allow us to evaluate how well you are currently leveraging your Search solution and help you to define a strategic roadmap for maximizing the benefits Search can bring to your organization. We can help you through your Search vendor evaluation and share with you our expertise in making Search solutions more effective and relevant across our customer base.

> Content Classification

Defining your content classification and taxonomies is one of the key aspects of successfully implementing a Search solution. We will help you to structure and classify your content in line with the best practices we've learned from our years of experience.

> Search Implementation & Deployment

Our team of architects and solution developers will help you with the implementation and deployment of your chosen Search strategy. Starting with product installation and configuration and continuing all the way custom coding and testing, our services will ensure that your Search requirements are met.

> Packaged Search Solutions

With a number of packaged offerings available, each of which can be easily tailored to your needs, we can get your Search solution up and running quickly, providing extended Search capabilities to your end users:

- Federated Search – allow end users the capability to search across a large number of configurable Search repositories, providing a unified view across these collections of content;
- Targeted Search – target content to those end users to whom it is most relevant;
- Faceted Search – provide end users with the capabilities to define the path most appropriate to them when navigating through large result sets;
- Secure Search – support secure Search where users' roles or groups restrict the set of content that they are authorized to search across.

> Custom Connector Implementation

Our experience in the Search space can help you make content in legacy systems or unconventional repositories searchable as part of your overall Search solution. The implementation of custom connectors to index this content into your unified Search solution will provide Search results to your end users in an accessible way.

> Uncover the Implicit Relationships in Your Content

We can help you to uncover the implicit relationships already captured in your Search solution and provide innovative opportunities to allow end users to interact with your site's content in ways that meet their content exploration and discovery needs.

Why Coban?

The Coban team shares a common vision: to bring together our extensive knowledge of ECM and business best practices and use it to take our clients' business further. We are problem solvers and we are committed. Strong alliances with clients and partners and a culture of integrity, accountability and individual empowerment. These are the things that will be obvious the moment you start working with us. At the end of the day, we're nothing if we don't deliver results. That's something that we keep on top of mind on every project for every client every day. Collectively, we have decades of experience solving complex business problems and delivering solutions to Fortune 1000 clients. We use this expertise to transform business by delivering results. And we do it well.