Getting to an Enterprise Search Pilot in Three Weeks

Maish Nichani, PebbleRoad
What is enterprise search

Enterprise search

The complex structure that creates messy structured and unstructured content.

The saviour that is supposed to help us find what we want, when we want and in the way we want it.
“Just make it work like Google.”
Improved communication and collaboration through social technologies could raise the productivity of interaction workers by 20 to 25 percent.

<table>
<thead>
<tr>
<th>Interaction workers' tasks</th>
<th>Increased value-added time</th>
<th>Productivity improvement, %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading and answering e-mail</td>
<td>28</td>
<td>7.0–8.0</td>
</tr>
<tr>
<td>Searching and gathering information</td>
<td>19</td>
<td>5.5–6.5</td>
</tr>
<tr>
<td>Communicating and collaborating internally</td>
<td>14</td>
<td>3.5–5.0</td>
</tr>
<tr>
<td>Role-specific tasks</td>
<td>39</td>
<td>4.0–6.0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>20–25%</td>
</tr>
</tbody>
</table>

Source: International Data Corporation (IDC); McKinsey Global Institute analysis
Figure 4: Thinking of the maturity of your approach to search, which of the following do you have? (N=266 multiple)

While 71% of organizations consider search to be vital or essential to productivity and effectiveness, 58% show little or no signs of maturity in search.

Source: AIIM Survey: Search and Discovery - exploiting knowledge, minimizing risk
Search gap

Know the LOGIC—improve findability and use

Don't know the MAGIC—what and how to get it done
Am I eligible for paid paternity leave?

HR@YourCompany | Leave Policy
http://internal.yourcompany.com/policies/leave/
You can find all policies related to leave in one place. How cool is that?
Am I eligible for paid paternity leave?

HR@YourCompany I Leave Policy
http://internal.yourcompany.com/policies/leave/
Not only can you find all policies in one place, but you can also navigate to the policy you want right here. How cool is that?
Annual leave | Sick leave | Maternity leave | Paternity leave | Childcare leave | ...
Hi John Malkovich, based on your records,

You are eligible for **12 days** of paid paternity leave.

Apply for paternity leave

Or find out about the conditions of leave.
Rental yield in SG

Property Datawarehouse
http://propertydatawarehouse.com/rentalyields
All rental yield datasets for Singapore. All content in one place.
Gross Market Rental Yield = \frac{(\text{Rental} \times \text{X-Value})}{\text{Sale X-Value}}
Search gap

Know the LOGIC—improve findability and use

Proof-of-concept

Don't know the MAGIC—what and how to get it done
Elements of search
Search project
Case study

How we did a search POC for a commercial bank in SG in 3 weeks
Join me to learn about

• How we sold the POC idea
• How we scoped the POC
• What content challenges we faced
• What technologies we used
• How we are testing it out now