

COVEO

Enterprise Search 5



The Agile Enterprise Search Solution for Today's Complex Data Environments.

Coveo Enterprise Search (CES) is the first commercially-viable enterprise search solution for today's complex data environments. Coveo Enterprise Search provides unbiased, secure information access for all documents and structured data stored in file systems, email servers, intranets, enterprise applications, databases, and Web sites. Based on industry standards, offering an award-winning combination of security, accuracy, and unrivaled user experience, Coveo Enterprise Search presents the best value in the marketplace.

Search

Using sophisticated algorithms and advanced linguistic techniques, CES offers advanced search capabilities including:

- Search for documents by date or special fields such as title, location, size and author, keywords and phrases, as well as specific custom metadata and XML data.
- Powerful search facets to drill down and navigate through results.
- A powerful query syntax to search for documents, including Boolean and other search operators (AND, OR, NOT, NEAR) and exact phrase.
- An advanced search page with easy-to-use search filtering options.
- A query correction using spell checking based on indexed content.
- Restricted searches for specific groups of information sources to improve relevancy.
- A dynamic identification of groupings or clusters of related documents pertaining to the original query term.

Results

CES delivers accurate results without duplications, contextual excerpts and summarization, as well as highlighted query terms. Additional capabilities include:

- A rich search interface making extensive use of Ajax technologies to provide inline document summaries and concepts, thumbnails, pop-up quick view, and RSS feeds.
- Intuitive search navigation, live indexing and quick views of search results from Microsoft® Office SharePoint Server 2007 libraries getting users to the right information in record time.
- Sorted results by relevance score, date or any other metadata (i.e. price, client name, URL address).
- Contextual excerpts, key concepts and an intelligent summary for each result.
- Highlighted query terms in title, summary and content of the result pages.
- Automatic removal of duplicate results using advanced similarity algorithms.

- “Quick View” feature to view cached versions of documents in HTML format with query terms highlighted and located with a single click.
- Customized secure result pages to meet the requirements of various user roles.
- Page based, context sensitive help for all search functionalities.
- Rich media and OCR search (images and scanned images).
- Indexing of relational databases (*SQL Server, Oracle, etc.*) through XML or web-enabled pages.
- Indexing the records of an XML document or feed through flexible mappings.
- Indexing updates while processing queries without system interruption.

Indexing

CES offers an Open Connector API that allows administrators to index any content repository. Out of the box capabilities include:

- Distributed indexing capabilities unifying data located in different geographic locations into a single, integrated set of index results, enabling an optimized balance in speed and relevancy, and a more scalable approach to information retrieval.
- A library of powerful connectors that expand the flexibility of CES by allowing businesses to index content from the most commonly used enterprise repositories including *Salesforce.com, Microsoft Exchange, Documentum, Symantec Enterprise Vault, Microsoft SharePoint, Novell Netware* and *Lotus Notes*.
- API connectivity to *Google OneBox for Enterprise* delivers federated query results from content in enterprise repositories and business applications, such as *SAP, Cognos* and *Business Objects*.
- Indexing of Web (HTTP, HTTPS), file servers (including NAS, SAN, Samba etc.) or any other content source through the Open Connector API.
- Real-time, automatic monitoring and indexing of new, deleted or updated documents including security/permission changes on Windows file servers and IIS Web servers.
- Crawling through a proxy server.
- High performance, tunable multi-threaded crawling.
- Ensuring compliance with the crawler exclusion standards, including robots.txt and META robots.
- Supporting popular file formats: HTML pages, *Microsoft Word* documents, *Microsoft Excel* worksheets, *Microsoft PowerPoint* presentations, *Adobe PDF* files, Rich Text Format documents, plain text documents, *Word Perfect* documents, *Microsoft Outlook* emails and attachments, Zip archives and extensible to other file types through an easy to use API.
- Automatically detecting document language including English, French, German, Spanish, Dutch, Italian, Portuguese, Chinese (traditional and simplified), Japanese, and Korean.

- Searching for multiple forms of a word using stemming algorithms (i.e. apply, applies, applied). Unique multilingual stemming algorithm delivers streamlined precision on repositories with documents in various languages.
- Categorizing multiple information sources into collections by subject or fields of interest.
- Refreshing or rebuilding each information source according to a specified schedule.
- Manually adding, updating or removing specific documents.
- Including or excluding documents by address using wildcards or the regular expression syntax. Allowing custom search fields to be added and defined for each source.
- Providing unique Top Results or “Best Bets” feature which assigns results to be displayed atop the result list for predefined queries.
- Ensuring advanced fault-tolerance and recovery architecture everlasting index integrity.
- Handling document formats not natively handled through the Open Converter API.

Security

CE5 delivers secure search out of the box and supports:

- Deep security integration capabilities through the use of early- and late binding document security, single sign-on support and a flexible Security Provider API.
- Seamless integration of *Windows* file access permissions, including NTFS/NTLM/Active Directory file-level, *SharePoint* container-level and *Microsoft Exchange* folder-level, for uncompromised security.
- Restricted information sources to specific users and groups based on *Windows* domains and Active Directories credentials.
- Comprehensive security map to determine user permissions.

- Index content browsing to determine user permissions on individual documents.

Fine Tuning & Optimization

CE5 delivers key optimization capabilities such as:

- Real-time ranking allowing administrators to easily customize the rank of search results, enabling specified data to have a greater or lessened emphasis within the results set.
- Customized result rankings for specific needs by permitting administrators to alter the weights of different ranking factors.
- A custom thesaurus to provide query expansion in the form of an XML file defined and managed by the system administrator.
- A predetermined performance scheme favoring indexing, querying or both.
- An adjustment of process and threads priorities to optimize performances according to context.
- An importance rating that influences document relevance for each information source.
- Document conversion, analysis and summarization processes on multiple servers for enhanced performance.
- An easy configuration of memory consumption relative to total system memory.
- A predetermined performance scheme favoring indexing, querying or both.

System Management & Reporting

CE5 provides real-time reports and comprehensive analysis including:

- Installation wizard for quick and easy implementation.
- User-friendly Web interface with contextual online help and on-screen hints for simple management.
- Email alerts to report on important system events.

- Flexible schedules for backup modes and index compactions.
- High availability and load balancing on server farms, supporting 16M documents per server and more documents across multiple servers.
- Read-only mode to allow system backups while continuing to serve queries.
- Ability to browse through documents in index and see their properties.
- Additional statistics for individual URLs (when it was crawled, size, date, etc.).
- Extensive reports and statistics about index contents, queries, crawlers, converters and system operations as desired. All reports are exportable and include:
 - Administrator Overview & Details Dashboard.
 - Real-time Query & Statistics.
 - Content Source Overview.
 - Query History (analyze queries in any time frame including successful results, no results, corrected results).
 - Index History (i.e. view by collection, source, ignored docs, document size stats).
- Index Browser (i.e. view content and content details in original site layout).
- Security Details (i.e. view users and groups found during indexing).
- Mirrors (i.e. view health and status of mirror servers).
- Direct log file of queries and crawlers view plus drill down.
- License Report.
- Software Upgrade Report.

Integration & Customization

CES can be integrated within existing systems through:

- Customization of the secure search interface's "look and feel" by the administrator with the easy to use Interface Editor.
- End-user personalized search interface based on individual preferences.
- Flexible .NET controls for customization and integration of the search interface into existing Web pages.
- Web Service and COM API to support other integration scenarios.

ABOUT COVEO SOLUTIONS

Coveo offers search solutions that empower enterprises to securely access critical information as needed. Whether it's to meet regulatory compliance, improve customer response, protect intellectual property or improve organizational efficiencies, Coveo's enterprise search technology enables organizations to find, understand and act on critical information located anywhere in the enterprise.

Coveo's enterprise clients include *HP, Procter & Gamble, CA, Rabobank, PwC, Deloitte, Nomura, National Grid, AMN Healthcare, Lockheed Martin, NATO, NASA, AC Nielsen, US Navy, Verizon, Yellow Pages Group (Canada) and ESPN.*

For more information or to download a 30 day evaluation of Coveo Enterprise Search, contact our Sales department at **1.800.635.5476** or visit our web site at **www.coveo.com**.

System Requirements

Operating System:

- ▶ Recommended
 - Microsoft Windows Server 2003
 - Microsoft Windows Server 2003 x64
 - Microsoft Windows 2000 Server SP3 or later
- ▶ For evaluation purposes
 - Microsoft Windows XP Professional
 - Microsoft Windows XP Professional x64
 - Microsoft Window 2000 Professional SP3 or later
- ▶ Internet Information Services (IIS) 5.0 or later
- ▶ .NET Framework 2

Processor:

- ▶ 2.0 Ghz minimum, Dual 2.0 GHz or better processors recommended x86-32 or x64 compatible

Memory:

- ▶ 1 GB of RAM minimum; 2 GB recommended for x86
- ▶ 4 GB of RAM minimum; 8 GB recommended for x64

Hard Disk:

- ▶ 70 MB for the application
- ▶ 1GB minimum for the index data.
Index space requirements will vary based on number, size and document type

Recommended Browser:

- ▶ Microsoft Internet Explorer 6.0 or later
- ▶ Mozilla Firefox 1.0 or later.