



Customer

A global Industrial Automation Company

Industry

Manufacturing

Worldwide Employees

1,500

Tech Stack

Mindbreeze Inspire
Enterprise Content Management
Fishbowl WebCenter Connector
for Mindbreeze



MINDBREEZE INSPIRE HELPS INDUSTRIAL AUTOMATION COMPANY FIND SEARCH SUCCESS

A Global leader in industrial automation is known for solving challenging problems and achieving automation goals. They needed a solution that worked with their employee intranet, as well as their Adobe Experience Manager (AEM) Public Website, and a parts and products database. They wanted a way to search through their datasheets, databases, and their Enterprise Content Management system all at once.

BUSINESS PROBLEMS

- Non-relevant search results that frustrate users, and cause too much time spent looking for information
- Needed to leverage one system to collect and serve up search results from multiple data collections
- Wanted efficient filtering that yields more accurate results by product lines, collateral type, and location

SOLUTION HIGHLIGHTS

- Configured Mindbreeze's web crawler for the public website and used the Data Integration Connector to index content for their parts and products database and delivered in a single result set
- Leveraged Fishbowl's WebCenter Connector for Mindbreeze to improve search relevance
- Used the default Mindbreeze search interface with a customized style sheet to achieve a tightly integrated search page

RESULTS

- Increased the website search conversions by over 40%
- Improved WebCenter powered intranet search by 54%
- Significant time savings due to the minimized development efforts and ongoing administration time involved