

We make **companies**
more **relevant**

Watch
Video

Search & Relevance technology platform

Search & Relevance platform & applications

700 installations
50 partners globally
1 technology platform



Coveo transforms

knowledge management

online experiences

customer service

700

50

1

Search and Relevance technology

A background image of a smiling woman wearing a headset with a microphone, representing a customer service representative. The image is semi-transparent and serves as the background for the text.

We make **companies**
more relevant to **their customers**

Search and Relevance technology

We make **agents**
more relevant to **customer issues**

Search and Relevance technology

A background image of a business meeting with several people in professional attire. One person is pointing at a laptop screen, and another is holding a pen. The image is semi-transparent and serves as a backdrop for the text.

We make **websites and communities**
more relevant to **visitors**

Search and Relevance technology

We make **employees**
more relevant to **your business**

Search and Relevance technology

Do you have content,
knowledge, and
big data **everywhere?**

Can you always predict user's
needs, knowledge, questions
and where the answers
will come from?

Are your **users** and
customers demanding
more relevance?

rel-e-vance *n.*

1. Pertinence to the matter at hand.
Relevance is a term used to describe
how pertinent, connected, or
applicable some information is
to a given manner.

Content into

Context™

Search

Relevance

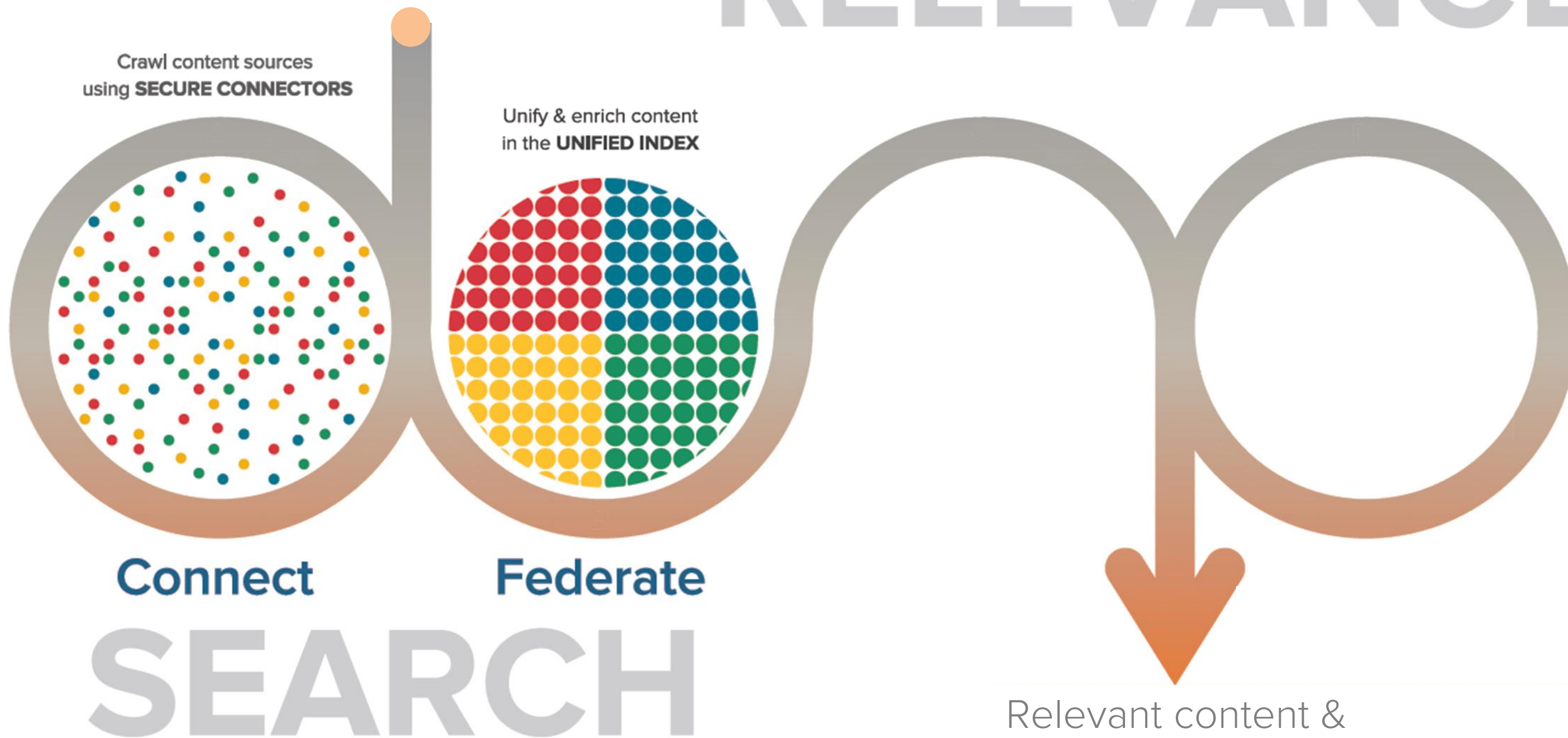
Coveo **search and relevance technology** harnesses all information sources and recommends the most relevant knowledge and experts, **in the context of the user and his or her work.**

Content

Content, Knowledge, Big data everywhere

Context

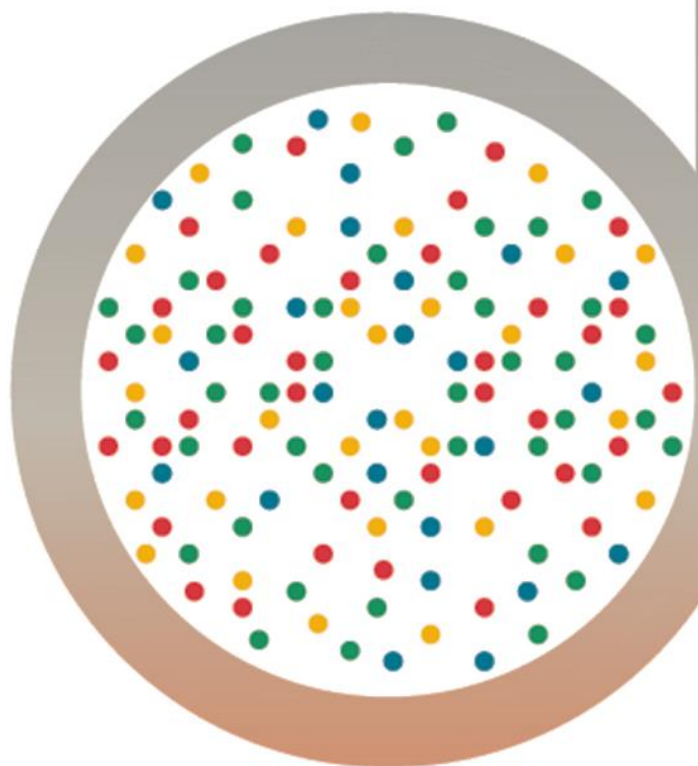
RELEVANCE



Content

Content, Knowledge, Big data everywhere

Crawl content sources using **SECURE CONNECTORS**



Connect

Unify & enrich content in the **UNIFIED INDEX**



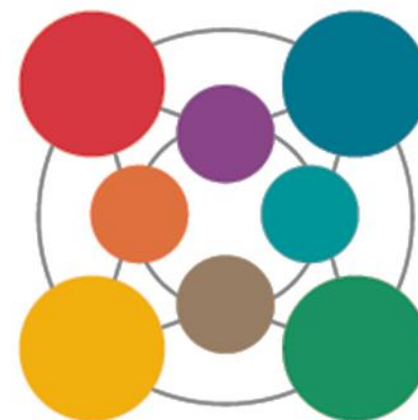
Federate

SEARCH

Context

RELEVANCE

Contextualize



Tune & configure relevance of content & people with our **RELEVANCE ENGINE**

Engage

Configurable UI Builder (JavaScript - REST APIs)



Search, interact & view recommended content & experts using **INSIGHT CONSOLES**



Relevant content & knowledge for the user.
Content into context™

Content

into

Context™

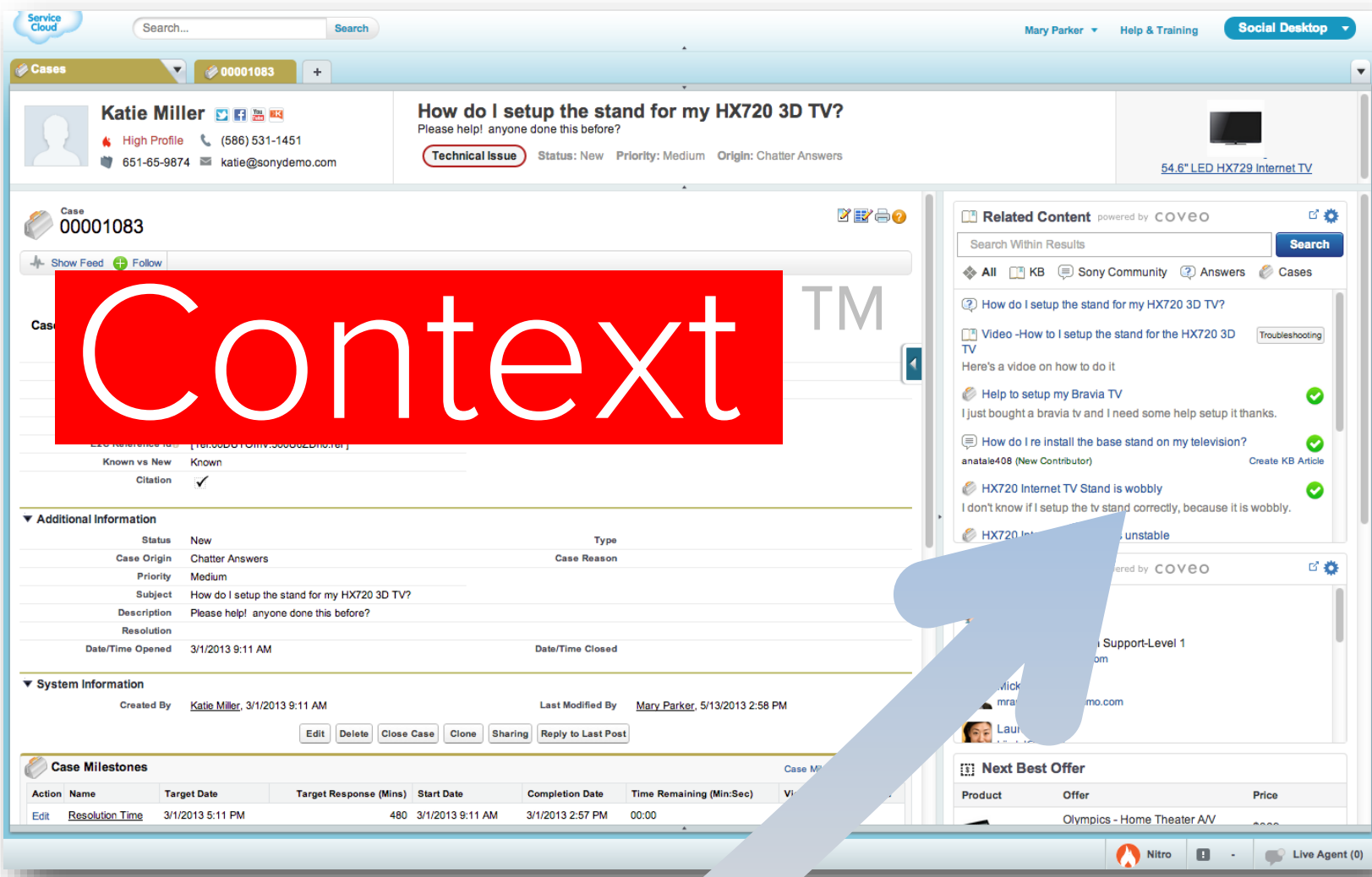


Example: Coveo platform integrated within Salesforce.com

Content

into

Context



salesforce.com

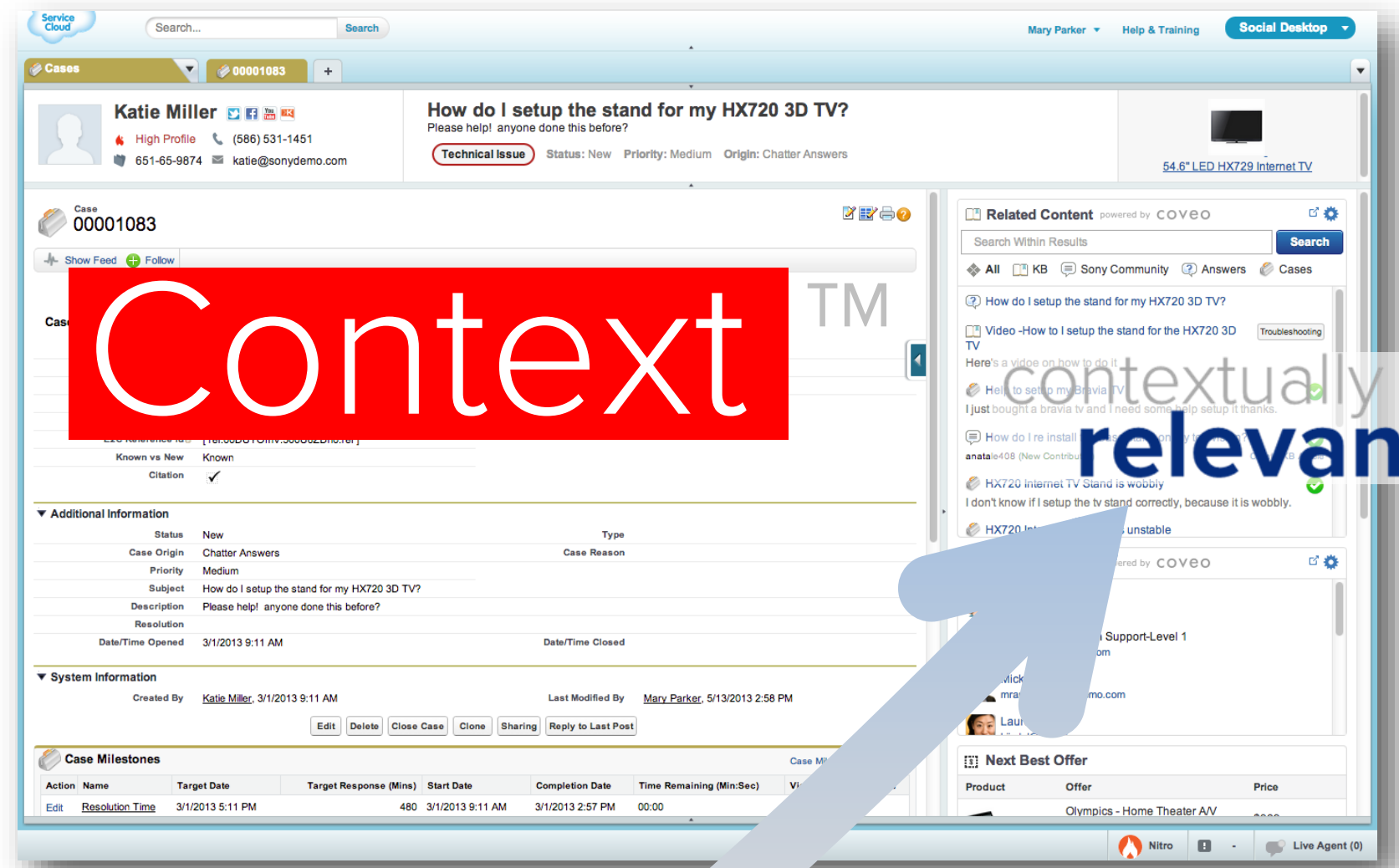
Example: Coveo platform integrated within Salesforce.com

Content

into

Context

contextually relevant



salesforce.com

Laporte Profile

bravia wobbly

Technical Issue Status: New Priority: Medium Origin: {Asset}

Case 00001453

Show Feed

Case Milestones [0] | Open... [0] | Activity History [0] | Case Comments [0] | Case History [2] | Attachments [0]

Case Detail

Edit Delete Close Case Clone Sharing Reply to Last Post

Case Owner	Laporte [Change]	Contact Phone	
Case Number	00001453	Contact Email	
Contact Name	Laporte	Asset	
Account Name	Madhu S...		
Product Category	TV & Home Entertainment		
E2C Reference Id	[ref:00DUYOmV.500U8JXBv:ref]		
Known vs New	N/A		
Citation	<input type="checkbox"/>		

Additional Information

Status	New	Type	
Case Origin			
Priority	Medium		
Problem Type	Televisions		
Subject	bravia wobbly		
Description			
Resolution			
Date/Time Opened	7/24/2013 7:04 AM	Date/Time Closed	

System Information

Created By	Laporte, 7/24/2013 7:04 AM	Last Modified By	Laporte, 7/24/2013 7:04 AM
------------	----------------------------	------------------	----------------------------

Case Milestones

No records to display

Case Milestones Help ?

Open Activities

New Task New Event

No records to display

Open Activities Help ?

Activity History

Log a Call Mail Merge Send an Email

No records to display

Activity History Help ?

Case Comments

New

Case Comments Help ?

CONTEXT established through content and metadata from all sources, analytics and text analytics from 3 dimensions:

- Profile, account, history, ...
- Situation, case, products, symptoms, ...
- Cognitive, user, search, filtering, ...



Laporte Profile

bravia wobbly

Technical Issue Status: New Priority: Medium Origin: {Asset}

Case 00001453

Show Feed

Case Milestones [0] | Open... [0] | Activity History [0] | Case Comments [0] | Case History [2] | Attachments [0]

Case Detail

Case Owner: Laporte [Change]

Case Number: 00001453

Contact Name: Laporte

Account Name: Madhu Sandara

Product Category: TV & Home Entertainment

E2C Reference Id: [ref:00DUYOmV.500U8JXBv:ref]

Known vs New: N/A

Citation:

Additional Information

Status: New

Case Origin: Case Reason

Priority: Medium

Problem Type: Televisions

Subject: bravia wobbly

Description:

Resolution:

Date/Time Opened: 7/24/2013 7:04 AM Date/Time Closed:

System Information

Created By: Laporte, 7/24/2013 7:04 AM Last Modified By: Laporte, 7/24/2013 7:04 AM

Case Milestones

No records to display

Open Activities

No records to display

Activity History

No records to display

Case Comments

No records to display

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Search Within Results

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How to stop my Bravia TV from wobbling?

The Television is wobbling... if not secured with all four base stand screws... are ...

their precious Bravia TV wobbling on the sta...

inch HX820 - it's on a heavy stable peice of f...

Create KB Article

Context Experts powered by COVEO

Logan Schmitt Tech Support-Level 1
vhaas@sonydemo.com

Katie Miller
ppianta@coveo.com

Antony Passemard
antony.passemard@sonydemo.com

Francois Lopitiaux

Next Best Offer

Product	Offer	Price
	Olympics - Home Theater AV Receiver	\$369
	Olympics - 3D Home Theater System	\$249

Orders

Order Number	Total	Date
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Known vs New: N/A

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Open Activities

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Activity History

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Case Comments

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Bravia tv wobbling issue

Some of our customers are worried about their precious Bravia TV wobbling on the sta...

HX820 bravia - wobbling normal?

I have just bought and setup my bravia 55 inch HX820 – it's on a heavy stable peice of f...

USER-921208 (Newbie) Create KB Article

bravia tv wobbles

HX720 Internet TV Stand is wobbly ✓

I don't know if I setup the tv stand correctly, because it is wobbly.

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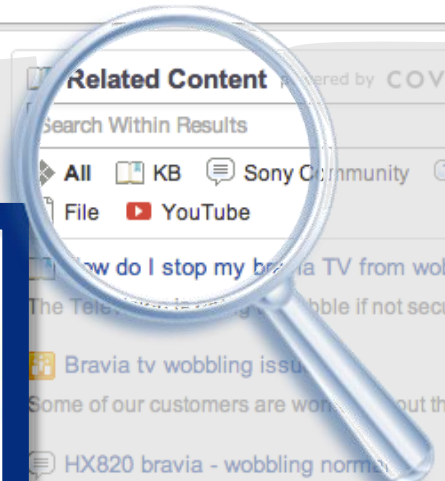
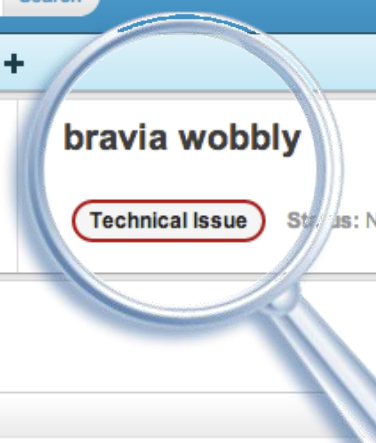
Francois Lopitiaux

Next Best Offer

Product	Offer	Price
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Orders

Order Number	Total	Date
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Laporte Profile

Profile

bravia wobbly

Technical Issue Status: New Priority: Medium Origin: {Asset}

Case 00001453

Show Feed

Case Detail

Case Owner: Laporte [Change]

Case Number: 00001453

Contact Name: Laporte

Account Name: Madhu Sandara

Product Category: TV & Home Entertainment

E2C Reference Id: [ref:00DUYOmV.500U8JXBv:ref]

Known vs New: N/A

Citation:

Additional Information

Status: New

Case Origin:

Priority: Medium

Problem Type: Televisions

Subject: bravia wobbly

Description:

Resolution:

Date/Time Opened: 7/24/2013 7:04 AM

System Information

Created By: Laporte, 7/24/2013 7:04 AM

Case Milestones

No records to display

Open Activities

No records to display

Activity History

No records to display

Case Comments

No records to display

Related Content powered by COVEO

Search Within Results

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File YouTube

HX820 bravia - wobbling normal?

I have just bought and setup my bravia 55 inch HX820 – it's on a heavy stable peice of f...

USER-921208 (Newbie) [Create KB Article](#)

tv Bravia

rosyrg (New Member) [Create KB Article](#)

Bravia kdl-32ex700 Netflix Loading Please Wait

Netflix movie streaming doesn't work right on our Bravia. ... movies to stream OK o...

USER-903650 (Newbie) [Create KB Article](#)

Internet via Bravia KDL-32EX710

Hello Colleagues,we have bought TV-set Bravia KDL-32EX710 and connected it v...

USER-949547 (New Contributor) [Create KB Article](#)

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File YouTube

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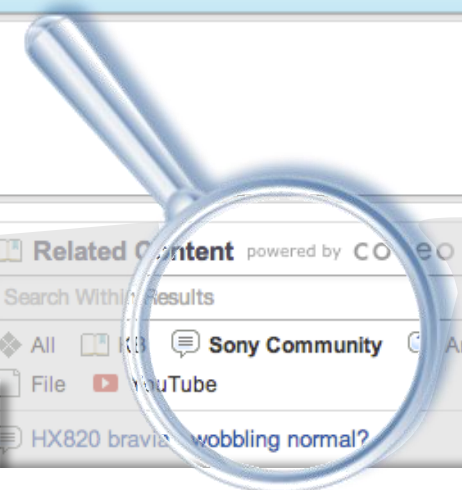
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Technical Issue Status: New Priority: Medium Origin: {Asset}

Case 00001453

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Case Owner	Laporte [Change]
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Contact Name	Laporte
Account Name	Madhu Sandara
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E2C Reference Id	[ref:00DUYOmV.500U8JXBv:ref]
Known vs New	N/A
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Status	New
Case Origin	
Priority	Medium
Problem Type	Televisions
Subject	bravia wobbly
Description	
Resolution	
Date/Time Opened	7/24/2013 7:04 AM

System Information

Created By	Laporte, 7/24/2013 7:04 AM
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Open Activities

No records to display

Activity History

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Case Comments

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File YouTube

How do I stop my bravia TV from wobbling? **How To**

The Television is going to wobble if not secured with all four base stand screws. ... are ...

Help to setup my Bravia TV and next generation **Troubleshooting**

Troubleshooting HD Video on the Sony Bravia Series **Troubleshooting**

How to troubleshoot HD Video issues on the Cirrus VX5 Video Conference system. ... C...

How to access NetFlix® video-on-demand using the BRAVIA® Internet Video (BIV) feature. **FAQ**

Follow the steps below to make sure that the TV, Blu-ray Disc (BD) player or other devic...

How do I fix the HD Video on my VX5? **FAQ**

Advanced tips for fixing Videos on the VX5 - also applies to the Bravia 3D TV

Related Content powered by COVEO

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Francois Lopitiaux

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	Olympics - Home Theater AV Receiver	\$369
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Orders

Order Number	Total	Date
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Live Agent (0)

Laporte Profile

Profile

bravia wobbly

Technical Issue Status: New Priority: Medium Origin: {Asset}

Case 00001453

Show Feed

Case Detail

Case Owner: Laporte [Change]

Case Number: 00001453

Contact Name: Laporte

Account Name: Madhu Sandara

Product Category: TV & Home Entertainment

E2C Reference Id: [ref:00DUYOmV.500U8JXBv:ref]

Known vs New: N/A

Citation:

Additional Information

Status: New

Case Origin:

Priority: Medium

Problem Type: Televisions

Subject: bravia wobbly

Description:

Resolution:

Date/Time Opened: 7/24/2013 7:04 AM

System Information

Created By: Laporte, 7/24/2013 7:04 AM

Case Milestones

No records to display

Open Activities

No records to display

Activity History

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Case Comments

No records to display

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Bravia tv wobbling issue

Some of our customers are worried about their precious Bravia TV wobbling on the sta...

See our accessories website at Accessories

Sony Bravia stability issue Some of our customers are worried about their precious Bra...

"BRAVIA" | i-Manual online | KDL-55HX729/46HX729

"BRAVIA" Sync with "Control for HDMI" Skype Ready ... Activating "Control for HDMI" ("...

LCD TV

The BRAVIA LCD TV incorporates Sony's 4K X-Reality PRO super-resolution high pict...

KDL-60EX645 / 55EX645 / 50EX645 / 46EX645 / 46EX641 / 40EX645

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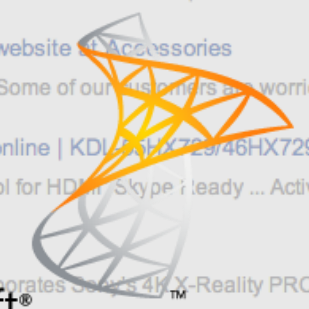
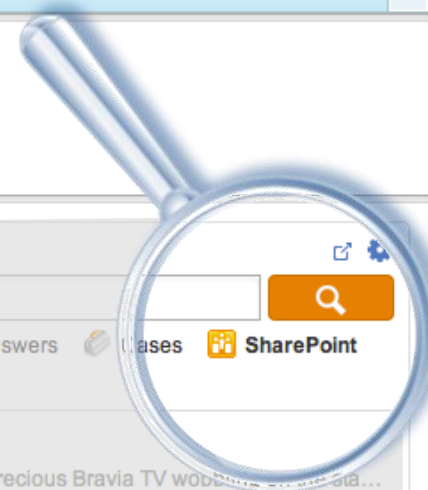
Next Best Offer

Product	Offer	Price
	Olympics - Home Theater AV Receiver	\$369
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Orders

Order Number	Total	Date
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Live Agent (0)



Microsoft®
SharePoint

Laporte Profile

Profile

bravia wobbly

Technical Issue Status: New Priority: Medium Origin:

{Asset}

Case 00001453

Show Feed

Case Milestones [0] | Open Activities [0] | Activity History [0] | Case Comments [0] | Case History [2] | Attachments [0]

Case Detail

Case Owner: Laporte [Change]

Case Number: 00001453

Contact Name: Laporte

Account Name: Madhu Sandara

Product Category: TV & Home Entertainment

E2C Reference Id: [ref:00DUYOmV.500U8JXBv:ref]

Known vs New: N/A

Citation:

Edit Delete Close Case Clone Sharing Reply to Last Post

Additional Information

Status: New

Case Origin:

Priority: Medium

Problem Type: Televisions

Subject: bravia wobbly

Description:

Resolution:

Date/Time Opened: 7/24/2013 7:04 AM

System Information

Created By: Laporte, 7/24/2013 7:04 AM

Last Modified By: Laporte, 7/24/2013 7:04 AM

Edit Delete Close Case Clone Sharing Reply to Last Post

Case Milestones Case Milestones Help ?

No records to display

Open Activities Open Activities Help ?

New Task New Event

No records to display

Activity History Activity History Help ?

Log a Call Mail Merge Send an Email

No records to display

Case Comments Case Comments Help ?

New

Related Content powered by COVEO

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File YouTube

HX720... and is wobbly

I don't know if I setup the... correctly, because it is wobbly.

Related Content powered by COVEO

Search: hx720

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File YouTube

Antony Passemard
antony.passemard@sonydemo.com

Francois Lopitiaux

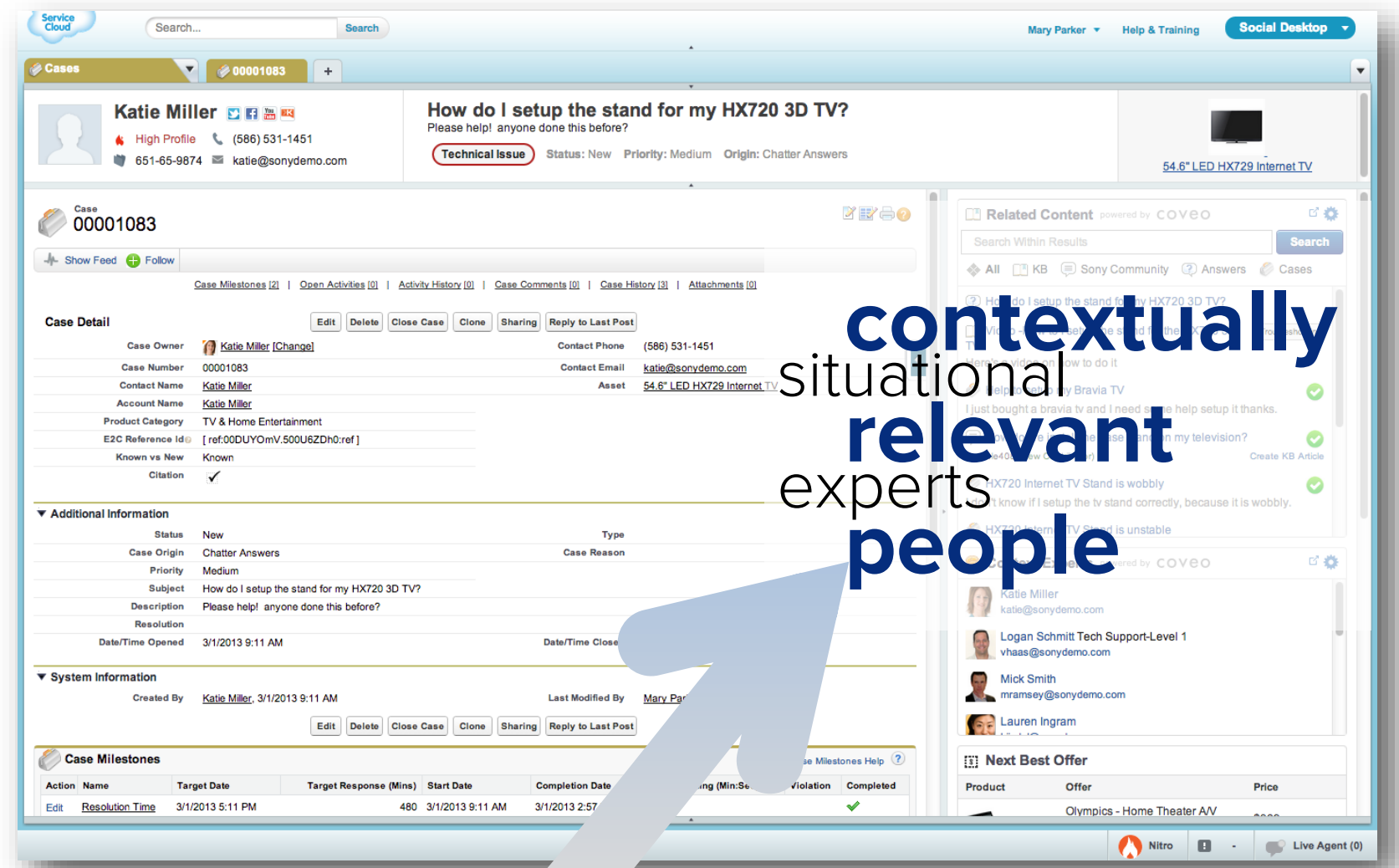
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Product	Offer	Price
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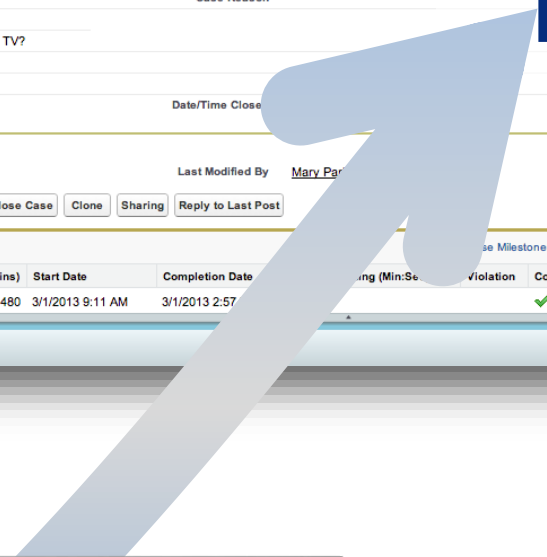
Orders

Order Number	Total	Date
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reach
people
through the
traces
they leave in the
content



contextually
situational
relevant
experts
people



Laporte Profile

bravia wobbly

Technical Issue Status: New Priority: Medium Origin:

{Asset}

Case 00001453

Show Feed

Case Milestones [0] | Open Activities [0] | Activity History [0] | Case Comments [0] | Case History [2] | Attachments [0]

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Case Owner	Laporte [Change]
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Status	New
Case Origin	
Priority	Medium
Problem Type	Televisions
Subject	bravia wobbly
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System Information

Created By	Laporte, 7/24
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Case Milestones

No records to display

Open Activities

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Search Within Results

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Order Number	Total	Date

measured success in user adoption and economic return

Customer Success Story

Harris Corporation Increases Productivity with Coveo for Advanced Enterprise Search



Industry: Aerospace and Defense

Business Goals:

- Provide more content to end users while maintaining existing security models
- Increase innovation
- Maximize value from existing knowledge assets

Coveo Solution: Coveo for Advanced Enterprise Search

Results at a Glance:

- 3,000 engineers spread among 12 offices are better able to re-use technology from previous projects and increase productivity
- Reusing information from prior projects enables faster, incremental innovation rather than "reinventing the wheel" each time
- The ROI is time savings and the value of increased innovation, more connectivity among employees, faster and more accurate program bids, and overall increased productivity

Quote: "People weren't finding what they were looking for. This was creating frustration and sometimes resulted in the duplication of documentation."

Colleen Yeh, Group Leader, Engineering Information Technology Dept, Harris Corporation

Challenge: In the Government Communications Systems Division at Harris Corporation, engineers needed a more effective way to tap existing knowledge and avoid duplicating work. With the help of Coveo for Advanced Enterprise Search, Harris increased productivity, realized notable ROI and unlocked value from existing assets.

Coveo Customer: Harris Corporation

Industry: Aerospace and Defense

Business Goals:

- Speed access to critical information to all hospital staff
- Leverage existing IT information infrastructure across multiple systems
- Improve content accuracy and relevancy

Coveo Solution: Coveo for Advanced Enterprise Search

Results:

- Instant access to a comprehensive view of information required to treat patients meets hospital standards for exceptional service, exceptional care
- Better research study information management supports research staff to develop cures for pediatric illnesses
- Easier identification of out-of-date or redundant content reduces risk and improves compliance

Info@covéo.com | www.covéo.com | 1 800 635 5476

Children's Hospital Boston Implements Coveo to Ensure Optimal Patient Care

Industry: Healthcare

Business Goals:

- Speed access to critical information to all hospital staff
- Leverage existing IT information infrastructure across multiple systems
- Improve content accuracy and relevancy

Coveo Solution: Coveo for Advanced Enterprise Search

Results:

- Instant access to a comprehensive view of information required to treat patients meets hospital standards for exceptional service, exceptional care
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- Easier identification of out-of-date or redundant content reduces risk and improves compliance

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Customer Success Story

Rembrandt & MBO Generate Actionable Insight with Coveo for Salesforce



Industry: Financial Services

Business Goals:

- Provide partners with highly relevant, consolidated information and communications about their transactions

Coveo Solution: Coveo for Advanced Enterprise Search

Results at a Glance:

- 3,000 engineers spread among 12 offices are better able to re-use technology from previous projects and increase productivity
- Reusing information from prior projects enables faster, incremental innovation rather than "reinventing the wheel" each time
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Customer Success Story

Majedie Asset Management Improves its Return on Knowledge with Coveo



Industry: Financial Services

Business Goals:

- Unify its knowledge base among the company's cloud-based environment: databases, file systems, Outlook, SharePoint and Salesforce
- Enable asset managers to access fund-related information faster
- Digitize and catalog the company's information in a manner that can be retrieved beyond intuitive means as the business grows

Coveo Solution: Coveo for Advanced Enterprise Search


Results at a Glance:

- Powerful, single-point access to relevant information across a multitude of cloud-based repositories
- Participation in knowledge retrieval among a large percentage of employees, including C-level executives
- A more sophisticated and structured cataloging system, allowing for increasingly relevant results

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Customer Success Story

Fortune 50 Healthcare Company - A Story of Knowledge Management Transformation



Industry: Healthcare

Business Goals:

- Improve search capabilities for members and employees
- Optimize access to relevant content
- Increase member engagement and renewal rates

Coveo Solution: Coveo for Advanced Website Search


Results at a Glance:

- Improved website search, delivering the right content to the right person at the right time
- Membership renewals are on the rise, due to increased customer satisfaction
- For the past three months compared to the same period a year ago, login activity has increased 63% and downloads have nearly doubled (92% increase)

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Customer Success Story

TSIA Improves Search Results, User Experience, and Member Satisfaction with Coveo for Advanced Website Search



Industry: Professional Association

Business Goals:

- Improve search capabilities for members and employees
- Optimize access to relevant content
- Increase member engagement and renewal rates

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Customer Success Story

INO Transforms Knowledge to Speed Innovation and Better Serve Customers with Coveo



Industry: Technical and Science Research Services

Business Goals:

- Transforming 25 years of research and information contained within people (tribal knowledge) and systems into actionable knowledge and insight across the business, so that we can increase the productivity of our researchers and speed innovation, which in turn will ultimately help serve our customers better
- By indexing 99% of relevant corporate information, INO employees now have consolidated views of contextually-relevant knowledge across departments and people—in near real time
- Secured, permissioned access to information has sped innovation
- 99% adoption rate
- 5% increase in productivity across employees

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Customer Success Story

KeyBank Unlocks Relevant Internal Knowledge Improves Results and Usage with Coveo for Advanced Enterprise Search



Industry: Financial Services - Retail Banking

Business Goals:

- Increase employee productivity through improved access to internal resources
- Obtain a 360-degree view of relevant internal knowledge
- Increase employee satisfaction and retention to internal knowledge portal

Coveo Solution: Coveo for Advanced Enterprise Search

Results at a Glance:

- Between 1,500 and 2,000 requests each day
- Increase in utilization of the search engine

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Customer Success Story

Adding Organization, Customization and Insight to One of America's Largest Public Policy Research Repositories



Industry: Nonprofit - Public Policy

Business Goals:

- Streamline and organize research presented on website
- Improve the site's overall user experience
- Increase site visit duration and page views per visit

Coveo Solution: Coveo for Advanced Website Search

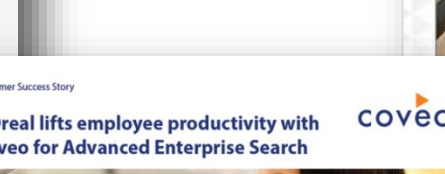
Results at a Glance:

- Significant improvements in site performance and user engagement
- Greater percentage of users are downloading PDF files and accessing more content
- Improved access to its broad range of research and other content, helping further policy debate in the U.S. around the globe

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Customer Success Story

L'Oréal lifts employee productivity with Coveo for Advanced Enterprise Search



Industry: Global Cosmetics and Beauty Supply

Business Goals:

- Optimize efficiency of mobile employees
- Shorten time to productivity for new employees
- Improve quality of information available company-wide
- Provide employees in all departments with access to information across multiple repositories

Coveo Solution: Coveo for Advanced Enterprise Search

Results at a Glance:

- All employees have consolidated views of contextually-relevant knowledge across departments and people
- 100 field sales representatives are better able to target customers' needs through real-time mobile access to data
- Significant overall employee productivity improvements through better access to information

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Customer Success Story

Resources, the Premier Provider of U.S. Government Market Intelligence, Improves Customer Interaction with Coveo



Industry: Services - Business and Government

Business Goals:

- Enhance the customer experience by providing quick and easy access to knowledge and information contained within its FedSources IntelSearch™ Business Intelligence Portal
- Increase customer visits to and time spent on the Portal
- Increase customer satisfaction by enabling self-service

Coveo Solution: Coveo Enterprise Search


Results:

- Monthly visits to the site increased 50% (Aug '09 - Mar '10)
- Average time spent per visit increased 17%
- Average number of pages viewed per visit increased 25%

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Customer Success Story

Federated Service Knowledge Supercharges Field Service Operations



Industry: Semiconductor Production Equipment (SPE) Service and Support

Business Goals:

- Improve upon best-in-class service performance in response to growing customer base while keeping costs flat
- Develop further standardized and streamlined service teams across all product lines and regions, optimize resource utilization and continue to deliver high C-Sat scores
- Lead the SPE industry in demonstrated safety and quality driven knowledge-centered service execution. (This program is known internally at TEL as The Journey to Excellence)

Coveo Solution: Coveo for Enterprise Content

Results at a Glance:

- Powerful, single-point access to service information across a multitude of repositories, database applications and geographies while respecting complex and localized permissions
- Service knowledge retrieval integrated into service event logging and resolution processes
- Improved mean-time-to-repair for targeted worst-case scenario events by up to 28%

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Customer Success Story

Federated Service Knowledge Supercharges Field Service Operations



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Business Goals:

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measured success
user adoption
 and
financial

"Coveo helps us better compete through more innovation"

"ROI is time savings and the value of increased innovation, more connectivity among employees, faster and more accurate program bids, and overall increased productivity."

Colleen Yoh, Harris Corporation

Customer Success Story
Harris Corporation Increases Productivity with Coveo for Advanced Enterprise Search



Harris Corporation is an international communications and information technology company serving government and commercial markets in more than one of the only companies that used advanced technology for capturing, distributing and analyzing any type of data or information, including video, audio, and text. Headquartered in Florida, Harris has approximately \$5.5 billion of annual revenue and 15,000 employees. Harris invests \$1 billion per year in R&D.

- Industry:** Aerospace and Defense
- Business Goals:**
- Provide more content to end users while maintaining existing security models
 - Increase innovation
 - Maximize value from existing knowledge assets
- Coveo Solution:** Coveo for Advanced Enterprise Search
- Results at a Glance:**
- 3,000 engineers spread among 12 offices are better able to re-use technology from previous projects and increase productivity
 - Reusing information from prior projects enables faster, incremental innovation rather than "reinventing the wheel" each time
 - The ROI is time savings and the value of increased innovation, more connectivity among employees, faster and more accurate program bids, and overall increased productivity

...finding what they were looking for, eliminating frustration and some of the duplication of documents.

Colleen Yoh, Group Leader, Information Technology Dept, Harris Corporation

At Harris Corporation, engineers needed a way to tap existing knowledge and work. With the help of Coveo for Advanced Enterprise Search, Harris increased profitable ROI and unlocked value from its knowledge assets.

...they needed a more efficient way to find information. With the help of Coveo for Advanced Enterprise Search, TSA was able to improve its search results, increase member satisfaction and ease the user experience.

...the same period a year ago, login activity has increased 63% and downloads have nearly doubled (92% increase).

Customer Success Story
L'Oreal lifts employee productivity with Coveo for Advanced Enterprise Search



L'Oréal, the world's leading beauty company, has catered to all forms of beauty for over 100 years and built an unparalleled international portfolio of 27 diverse and complementary brands. L'Oréal's mission is to offer all women and men worldwide the best of cosmetics innovation in terms of quality, effectiveness and safety. Since its creation, the company has been pioneering new frontiers of knowledge. Its unique research arm enables L'Oréal to continually explore new territories and invent the products of the future, while drawing inspiration from beauty rituals the world over.

- Industry:** Global Cosmetics and Beauty Supply
- Business Goals:**
- Optimize efficiency of mobile employees
 - Shorten time to productivity for new employees
 - Improve quality of information available company-wide
 - Provide employees in all departments with access to information across multiple repositories
- Coveo Solution:** Coveo for Advanced Enterprise Search
- Results at a Glance:**
- All employees have consolidated views of contextually relevant knowledge across departments and people
 - 100 field sales representatives are better able to target customers' needs through real-time mobile access to data
 - Significant overall employee productivity improvements through better access to information

We could no longer live without Coveo.

Philippe Cattin, IT Manager, L'Oréal Switzerland

The L'Oréal Switzerland operation is one of many branches around the world. As product, customer and other information about its myriad product lines, its customers and research proliferated over the years, it became challenging for employees to locate the information necessary to better develop, market and sell products.

Customer Success Story
KeyBank Unlocks Relevant Internal Knowledge Improves Results and Usage with Coveo for Advanced Enterprise Search

KeyBank is one of America's oldest and most respected banks with hundreds of branches throughout the country. The bank's 15,000 employees need easy access to relevant content throughout the bank's extensive internal knowledge base. With the help of Coveo for Advanced Enterprise Search, Key's employees find it much easier to find the content they need.

The Challenge

With a 160-year history of providing quality banking services, KeyBank has undergone many transformations across its internal knowledge base. But while the company's employee-related assets became more digitized and populated, it was increasingly difficult for the search engine the bank used to pull up relevant results. "Our employees need to be able to quickly retrieve the most relevant information available," said Jim Wozniak, infrastructure engineer for Key, whose team is responsible for implementing, engineering, maintaining and supporting the company's IT environment. Wozniak cited an example where employees searching for a specific branch location often had to sift through results listing Key's hundreds of branches. "It was clear we needed to make a switch."

Implementation

It was obvious that Key needed a more sophisticated search function across its internal repository. The company's enterprise architecture group explored a variety of proof of concepts, before selecting Coveo in early 2013. The implementation started late in the first quarter of 2013 and took two months from start to finish.

- Business Goals:**
- Increase employee productivity through improved access to internal resources
 - Obtain a 360-degree view of relevant internal knowledge
 - Increase employee satisfaction and retention to internal knowledge portal
- Coveo Solution:** Coveo for Advanced Enterprise Search
- Results at a Glance:**
- Between 1,500 and 2,000 requests each day
 - Increase in utilization of the search engine

Customer Success Story
FedSources, the Premier Provider of U.S. Government Market Intelligence, Improves Customer Interaction with Coveo

FedSources Market Intelligence Services combines human analysis with government intelligence to drive growth while client companies. The Company provides a depth and breadth of government intelligence unmatched in the industry. FedSources performs research and analysis on behalf of its clients, then delivers detailed intelligence - from agency spending priorities to targeted opportunities to specific government contacts - along with the "action brief" necessary to align that intelligence with their objectives.

- Business Goals:**
- Enhance the customer experience by providing quick and easy access to knowledge and information contained within its FedSources IntelSearch™ Business Intelligence Portal
 - Increase customer visit to and time spent on the Portal
 - Increase customer satisfaction by enabling self-service
- Coveo Solution:** Coveo Enterprise Search
- Why Coveo:**
- Swift implementation of a Proof of Concept on FedSources' live data
 - Highly configurable solution
 - Evidence in customer support witnessed during the Proof of Concept
- Results:**
- Monthly visits to the site increased 50% (Aug '09 - Mar '10)
 - Average time spent per visit increased 17%
 - Average number of pages viewed per visit increased 25%

Customer Success Story
Federated Service Knowledge Supercharges Field Service Operations



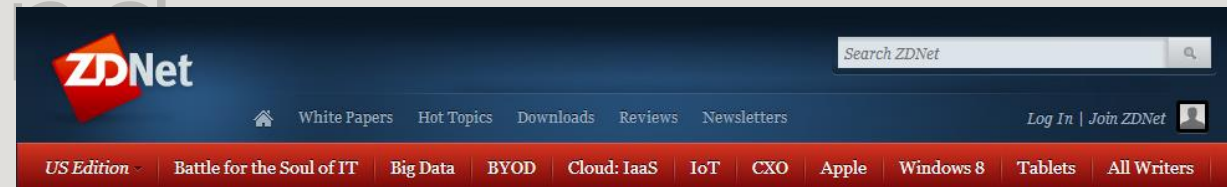
Tokyo Electron Limited (TEL), established in 1963, is a leading supplier of leading edge semiconductor production equipment (SPE) worldwide. Tokyo Electron is a publicly held company listed on the Tokyo Stock Exchange. TEL SPE product lines include coater/developers, oxidation/diffusion furnaces, dry etchers, CVD systems, surface preparation systems, gas cluster ion beam technologies and test systems. To support a diverse customer base, Tokyo Electron has strategically located research & development, manufacturing, sales and service locations all over the world. Tokyo Electron America (TEA) is a wholly owned subsidiary of TEL responsible for North American sales and service support.

Once our engineers started to see the benefits at their fingertips, they started using it more and more. It has been incredibly well-received so far.

Ed McMurray, Director, Field Service Team, North America, Tokyo Electron America

- Business Goals:**
- Improve upon best-in-class service performance in response to growing customer base while keeping costs flat
 - Develop further standardized and streamlined service teams across all product lines and regions, optimize resource utilization and continue to deliver high C-Sat scores
 - Lead the SPE industry in demonstrated safety and quality driven knowledge-centered service execution. (This program is known internally at TEL as The Journey to Excellence.)
- Coveo Solution:** Coveo for Enterprise Content
- Results at a Glance:**
- Powerful, single-point access to service information across a multitude of repositories, database applications and geographies while respecting complex and localized permissions
 - Service knowledge retrieval integrated into service event logging and escalation processes
 - Improved mean-time-to-repair for targeted worst-case-scenario events by up to 28%

measured success in user adoption

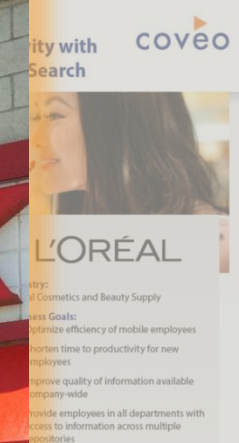
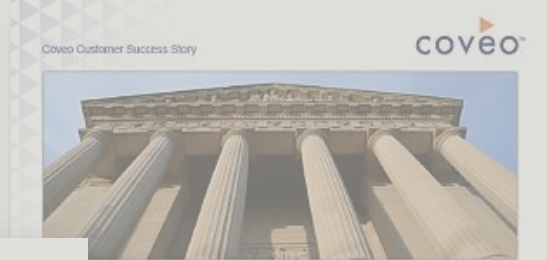


Online Learn

"Coveo connects various information types both inside the social network and across the company to create a seamless discovery experience, which is especially effective as ... contextual relevance as users share references to other enterprise data.."



Customer Success Story
Adding Organization, Customization and Insight to One of America's Largest Public



Fortune 50 Healthcare
A Story of Knowledge Management Transformation



measured success in user adoption and financial return

"We didn't create knowledge sharing but we certainly made it sexy."

"Before, it was very difficult to access data, and people were constantly complaining. Now they're more compelled to create and store information ..."

"Our users are beginning to realize that not everything I create is 'mine.' Everyone should have access to everything."

Engineering Director

Customer Success Story
Adding Organization, Customization and Insight to One of America's Largest Public Policy Research Repositories



Advanced Enterprise Search

Fortune 50 Healthcare Company – A Story of Knowledge Management Transformation

Snapshot:

- ▶ **Industry:** Healthcare
- ▶ **Geography:** United States
- ▶ **Number of Users:**
 - Initial: 350
 - Current: 800
 - Future: 2,000+
- ▶ **Types of Users:** R&D, Engineering & Legal
- ▶ **Coveo Solution:** Advanced Enterprise Search
- ▶ **Compelling Events:** Successful POC, validate out-of-the-box capabilities, measure relevancy of results & operability and functionality over competition
- ▶ **Connector Types:** SharePoint, databases, web, desktop, Exchange and AV sources; 34 unique sources being indexed (e.g. FDA, patents) and additional 4-6 new sources planned for delivery each quarter

Results at a Glance:

- ▶ Transformed knowledge management with contextually relevant information
- ▶ Cut its research and development time in some instances by 160 hours
- ▶ Scientists create more content with the right context that can now be shareable.

The Client

With operations throughout the world, this Fortune 50 company focuses on research, innovation & new product development and depends on its R&D organization to stay ahead of the competition in a crowded market.

In 2010, the R&D organization began a journey to transform its Knowledge Management to increase innovation, competitiveness and productivity. With the help of Advanced Enterprise Search from Coveo, hundreds of the company's workers harness their collective knowledge through millions of documents, saving valuable time and increasing productivity. They can now access their knowledge ecosystem with 20/20 vision.

"Our project management team's background is not in IT. We're engineers, so this was a new area for us and we were definitely looking for a company we could lean on. Coveo has been that company."

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Coveo Customer Success Story



FedSources, the Premier Provider of U.S. Government Market Intelligence, Improves Customer Interaction with Coveo

Reports 50% increase in site visits, 25% increase in page views, and more

FedSources Market Intelligence Services combines human analysis with government intelligence to drive growth with client companies. The Company provides a depth and breadth of government intelligence unmatched in the industry. FedSources performs research and analysis on behalf of its clients, then delivers detailed intelligence – from agency spending priorities to targeted opportunities to specific government contacts – along with the "action items" necessary to align that intelligence with their objectives.

Coveo Customer: FedSources
Industry: Services – Business and Government
Business Goals:

- Enhance the customer experience by providing quick and easy access to knowledge and information contained within its FedSources IntelSearch™ Business Intelligence Portal
- Increase customer visits to and time spent on the Portal
- Increase customer satisfaction by enabling self-service

Coveo Solution: Coveo Enterprise Search
Why Coveo:

- Swift implementation of a Proof of Concept on FedSources' live data
- Highly configurable solution
- Evidence in customer support witnessed during the Proof of Concept

Results:

- Monthly visits to the site increased 50% (Aug '09 – Mar '10)
- Average time spent per visit increased 17%
- Average number of pages viewed per visit increased 23%

Customer Success Story
Federated Service Knowledge Supercharges Field Service Operations



Industry: Semiconductor Production Equipment (SPE) Service and Support
Business Goals:

- Improve upon best-in-class service performance in response to growing customer base while keeping costs flat
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computing **economic return** that the CEO will care about

- \$6 Mil ROI for a 600-user deployment [Fortune 50 Healthcare company]
- **Increase of 11% in profits during a down economy due to better use of knowledge** [large engineering firm].
- 63% increase in self-service website logins, 92% increase in document downloads, increased membership renewals [large global technology association]
- **Faster time to market with more innovative products** [Fortune 50 healthcare company]
- \$7 Mil ROI from a single found document [F500 aerospace & defense contractor]
- Improved mean-time-to-repair for targeted worst-case-scenario events by up to 28% [global electronics manufacturer]
- Cut case resolution time by 20%. Improved online customer satisfaction by nearly 2 points since implementation, collectively a rating of 93.4% [software company in the government sector]
- Time to customer service case resolution down 15%. Issue volume increase of 15%, customer service headcount reduction of 5%. Increase in customer self-service satisfaction by 10%. [F100 technology company]

"Without Coveo, finding appropriate correlations would depend on a superhuman ability to predict what considerations you'll need to apply to information. It's otherwise impossible. It's the only way to deal with the explosion of content that we're seeing. People just won't be able to do their work without Coveo in the future."

[asset management company, financial sector]

"ROI is time savings and the value of increased innovation, more connectivity among employees, faster and more accurate program bids, and overall increased productivity."

[aerospace & defense contractor]

Case studies & company references at www.coveo.com

We make **companies**
more **relevant**

Watch
Video

Search & Relevance technology platform