



coveo  
Enterprise Search™

Unifying Search for the Desktop,  
the Enterprise and the Web

# Why you need Coveo Enterprise Search

## Quickly find documents scattered across your enterprise network

Coveo is actually used by over 3,000 organizations around the world. These organizations require search solutions with uncompromised security, affordable acquisition and maintenance costs and superior results relevance. Furthermore, Coveo's Desktop search tool offers users the ability to search seamlessly their local documents, the intranet and the Web.

Coveo Enterprise Search offers simple and quick access to all information hidden inside a business network—and online information—that employees depend on. Coveo Enterprise Search indexes and organizes content found in multiple sources, regardless of where the information resides. Coveo is actually used by over 3,000 organizations around the world. These organizations require search solutions with uncompromised security, affordable acquisition and maintenance costs and superior results relevance. Furthermore, Coveo's Desktop search tool offers users the ability to search seamlessly their local documents, the intranet and the Web. Coveo Enterprise Search provides employees with a single unified interface to efficiently access information, and reduces the time spent searching, enabling them to be more productive in their ongoing projects.

*"Better understanding and better tools are desperately needed if we are to take full advantage of the ever-increasing supply of information..."*

### **How Much Information?**

UC Berkeley SIMS

- ➔ Stop wasting time searching for information
- ➔ Stop making decisions without having the right information
- ➔ Avoid recreating already existing documents



# Product Overview



## Bringing a cutting-edge enterprise search engine to every company

Coveo Enterprise Search lets companies excel in today's knowledge economy by helping employees to find the information they need – faster than ever. Coveo's superior result relevance, advanced access rights management and low prices make this enterprise solution a remarkable value.

### Key Benefits

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**Enables searching within an enterprise's Word, Excel, PDF files, emails, etc.**  
Rapidly access information scattered throughout file servers, intranets, Exchange public folders, and Web sites.
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**Increases employees' efficiency and productivity**  
Save knowledge workers time by providing them quick access to relevant information.
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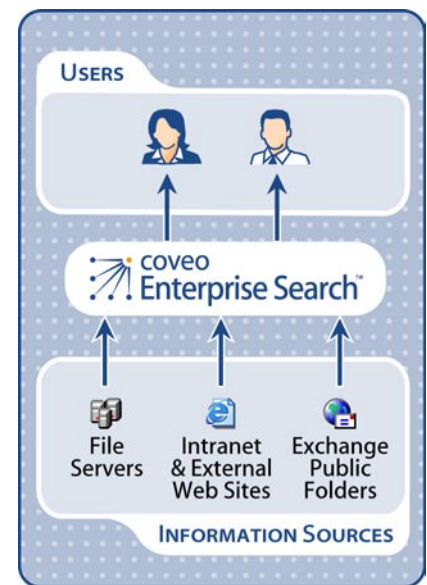
**Delivers highly accurate search results in a flash**  
Benefit from superior result relevance thanks to Coveo's unique and advanced summarization and concept extraction technologies.
- 

**Automatically indexes new and updated documents *on-the-fly***  
Ensure result freshness with real-time updates of your documents.
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**Respects existing file security permissions**  
Enforce existing network file/Microsoft Exchange Server access permissions down to the document level automatically, and extend this protection to results lists and summaries.
- 

**Easy to use, deploy and manage**  
Enjoy user-friendly Web-based search and administration interfaces, streamlined with Coveo's award-winning usability expertise.

Conceptual Overview








## Designed for all types of users

Coveo Enterprise Search is the world's only affordable, enterprise search product designed to meet the distinct needs of IT managers, end-users, and senior managers.

*Coveo Enterprise Search offers:*

| IT MANAGERS    | END USERS                           | SENIOR MANAGERS                          |
|---|--|---|
| <ul style="list-style-type: none"> <li>→ Easy deployment</li> <li>→ Seamless security integration</li> <li>→ Windows integration</li> </ul> | <ul style="list-style-type: none"> <li>→ Relevant results</li> <li>→ Ease of use</li> <li>→ Quick answers</li> </ul> | <ul style="list-style-type: none"> <li>→ Uncompromised security</li> <li>→ Low cost</li> <li>→ Productivity gain</li> </ul> |

## Detailed Benefits

### Help employees be more productive and save time

Coveo Enterprise Search enables users to save time by giving them quick access to the critical documents needed daily. This incredible search product frees up time, empowering users to use information, instead of search for it or recreate it from scratch.

### Share information while maintaining uncompromised security

Security is the essential concern with any file sharing: Coveo Enterprise Search features automatic and transparent security down to the document level by storing existing user permissions with every file for Microsoft file servers and every folder for Microsoft Exchange servers, and applying these permissions to results lists. This prevents users from accessing document information, such as title and excerpt, if it is prohibited by the existing network security.

### Search all your information repositories in less than a second

Coveo Enterprise Search can find the file or document you seek wherever it resides, whether it's a Word document, a PDF file, an Excel Worksheet, a PowerPoint Presentation, an email message, or else. Coveo Enterprise Search scans, analyzes and indexes files from file servers, intranets, email servers, external Web sites, and even databases (using XML). In addition, the Desktop Search tool of Coveo Enterprise Search allows users to index and retrieve the content of their own workstation. Therefore, the entire content of an organization is accessible using Coveo Enterprise Search.

### Powerful in-depth searching

Coveo Enterprise Search does much more than just search for words within files on an enterprise network. With Coveo Enterprise Search, users can search for documents according to modification date, author, title, or any related document metadata in just a few clicks.

### Superior result relevance

Powered by unique advanced linguistic and statistical technologies, Coveo Enterprise Search can identify and extract the key concepts and sentences of indexed documents. A document whose main theme corresponds to search keywords is ranked higher than a document that only contains the search keywords once or twice. Coveo Enterprise Search also makes sure that it returns the most recent results by constantly monitoring the file servers for new files and updated documents, as well as reindexing when necessary. Finally, Coveo Enterprise Search allows the use of thesauri and wild card characters which gives even more flexibility to retrieve information.

### Comprehensive and easy to use search interface

Coveo Enterprise Search's Web-based search interface provides easy access to advanced search and customization capabilities. Users can intuitively refine queries, perform advanced searches, obtain document summaries on-the-fly or customize the results page. Coveo Enterprise Search even suggests alternatives to misspelled queries. Finally, several different search interfaces can be created by the system administrator to meet all different users needs.

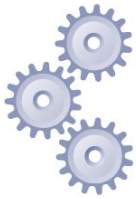
### Low maintenance, low cost

Coveo Enterprise Search is easy to deploy. Running almost instantaneously within your enterprise network, Coveo Enterprise Search features a robust, fault-tolerant architecture that ensures unrivalled, everlasting index integrity.

### As easy to manage as it is easy to use

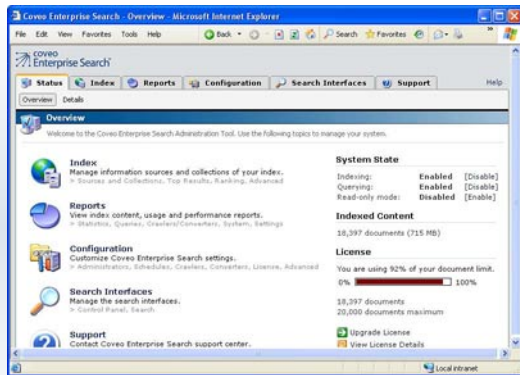
Coveo Enterprise Search's Web-based administration tool permits straightforward configuration and system monitoring. This rich administration tool is designed so IT staff can optimize the many features and options of Coveo Enterprise Search without any prior training.

# Technical Information



## A powerful and flexible solution, optimized for Windows

Offering a rich feature set and unique technologies, Coveo Enterprise Search is the easiest solution to use on the market for end-users and administrators. Moreover, Coveo Enterprise Search's tight integration into Windows ensures transparent file level security and real-time indexing.



Administration Tool

- Supports custom converters for unsupported document formats or to personalize the conversion of supported formats.
- Allows indexing of an XML document's multiple records (XML references) to provide a standard approach to connect to various systems.
- Automatically detects document language (English, French, German, Spanish, Dutch, Italian and Portuguese).
- Allows searches for multiple forms of a word using stemming algorithms (i.e. apply, applies, applied).
- Indexes file information (file name and address or path of the document) for non-indexable contents (i.e. images, videos, etc.).
- Groups multiple information sources into collections for categorization by subject or fields of interest.
- Updates index while processing queries without system interruption.
- Automatically monitors and indexes in real-time any new, deleted or updated documents on Windows servers.
- Refreshes each information source according to a specified scheduled.
- Offers manual addition, updating or removal of specific documents. Includes or excludes documents by addresses using wildcards or the regular expression syntax.
- Permits custom search fields to be added and defined for each source.
- Assigns results to appear atop the results list for predefined queries.
- Indexes data fields from XML feeds.
- Indexes relational databases (SQL Server, Oracle, etc.) through XML.
- Delivers advanced fault tolerance and recovery architecture to ensure everlasting index integrity.
- Features high performance multi-threaded crawling.
- Complies with the crawler exclusion standards (robots.txt and META robots).
- Configured to crawl using a proxy server.
- Permits handling of document formats that are not natively handled through custom document converters creation.

## Key Features

### Search

- Searches for keywords or phrases.
- Searches for documents by date, or by special fields such as title, location, size and author.
- Employs powerful query syntax to search for documents, including Boolean and other search operators (AND, OR, NOT, NEAR), multiple levels of parentheses and quotes.
- Searches using the wildcard characters \* and ?
- Searches for specific custom Metadata and XML data.
- Delivers an advanced search page with easy-to-use search filtering options.
- Allows query correction using spell checking (based on indexed content).
- Restricts searches to specific groups of information sources to improve relevancy.
- Searches local content with the Desktop Search tool.

### Results

- Sorts results by relevance score or date.
- Provides contextual excerpt for each result.
- Offers an HTML version of all documents retrieved.
- Highlights query terms in title, summary and content of the search results as well as in the HTML version of results.
- Offers key concepts and intelligent summary for each result.
- Automatically removes duplicate results using advanced similarity algorithms.
- Offers a "View as HTML" feature to view cached versions of HTML pages or non-HTML documents in HTML format (without requiring any external viewing program) with query terms highlighted.
- Permits customized result pages to display various elements.

### Indexing

- Supports crawling of different type of sources: Web (HTTP), file (NTFS) and e-mail (Exchange Server).
- Supports most 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, Outlook emails and attachments, and Zip archives.

### Security

- Enables intuitive and transparent integration of Windows file access permissions (NTFS file-level security and Microsoft Exchange folder-level security) for uncompromised security.
- Permits document-level security for IIS-based intranets through mappings between the local Web site addresses and their corresponding folders on the network file servers.
- Delivers seamless integration with existing users and groups definitions from Windows domains and Active Directories.
- Restricts information sources to specific users and groups.
- Automatically saves user name and password for subsequent indexing of password-protected Web sites.
- Offers selective security of Web documents and Microsoft Exchange Server folders.

### System Management and Reporting

- Provides installation wizard for quick and easy implementation.
- Offers a user-friendly Web interface with contextual online help and on-screen hints for simple management.
- Allows easy management of thesauri through the Administration Tool.
- Generates extensive reports and statistics about index contents, queries, crawlers, converters and system operations as desired.
- Sends email alerts when critical events occur.
- Includes desktop monitoring to follow operations in real-time.
- Allows for flexible schedules for backup modes and index compactions.
- Sends email alerts when sensible events occur.

### Fine-Tuning and Optimization

- Customizes results rankings for special needs by altering the weight of different ranking factors.
- Allows addition of a custom thesaurus, an XML file defined and managed by the system administrator, to provide query expansion.
- Permits the adjustment of process and threads priorities to optimize performances according to context.
- Assigns to each information source an importance rating that influences document relevance in a search result list.
- Enables document conversion, analyses and summarization processes on multiple servers for enhanced performance.

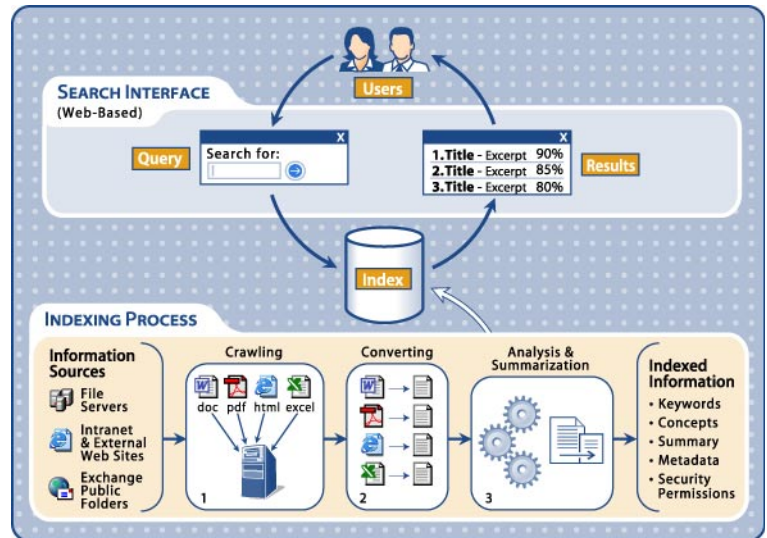
### Integration & Customization

- Allows for the customization of the search interface's "look and feel" and content by the administrator with the user-friendly Control Panel of the Search Interface.
- Allows for the creation of several different search interfaces per physical index.
- Offers personalized search interface based on individual preferences.
- Features flexible COM APIs with full documentation for integration of the search box into existing Web pages.
- Delivers a centralized system configuration in standard XML files.

### System Requirements

- **Operating System:**
  - Microsoft Windows 2000 Server (and SP1) with Internet Information Services (IIS 5.0 or later)
  - Microsoft Windows Server 2003 with Internet Information Services (IIS 6.0)
- **Processor:** Pentium III-compatible or higher processor.
- **Memory:** at least 256 MB of RAM.
- **Hard Disk:** at least 70 MB for the application and 200 MB for the index data. Index space requirements will vary based on number of documents, size of documents and content type.
- **Recommended Browser:** Microsoft Internet Explorer 5.0 or later.

#### How It Works



## Contact Information

If you need additional information about Coveo enterprise solutions, are interested in price quotes or have any other questions, our staff will be happy to assist you.

Visit Our  
**Web Site**  
[www.coveo.com](http://www.coveo.com)

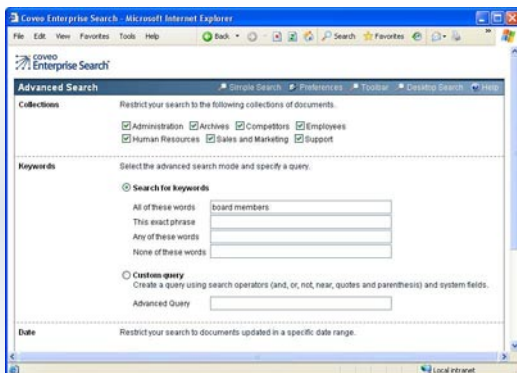
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**Europe, Australia and New Zealand:** 800-2673-7642 toll-free in Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italia, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom)

**International:** 011-418-266-6195



Search Interface