Web-like Advanced Search

Learn why search for employees is business critical for any organization.

Contents

Stop wasting time and money

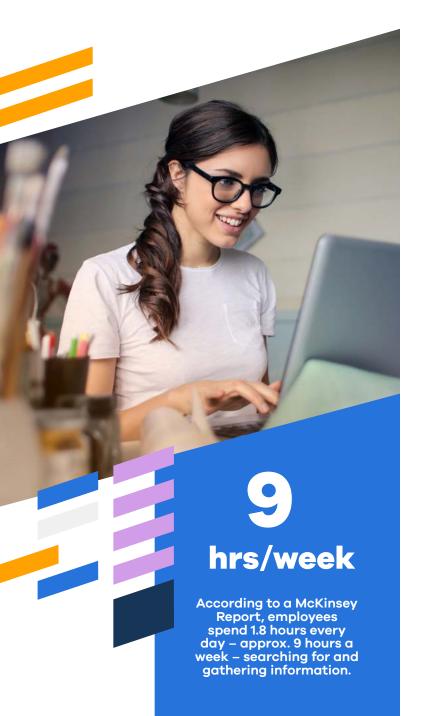Organizations have made major strides embracing a virtual workplace. This has further exacerbated the historical issues with employees finding the information they need, when they need it, in order to effectively do their jobs. And this continues to impact productivity and cause employee frustration.

Consumer web experiences have set a high bar for quickly finding the information we need, creating expectations around quality and capabilities for internal search that many organizations simply cannot deliver. Finally, the level of importance of addressing this issue head on is starting to increase. Enabling employees to quickly find internal information across the enterprise, which includes many siloed applications, is now becoming one of the top IT initiatives in many organizations.

"Advanced Search" from BA Insight provides a single, web-like search box that delivers personalized and connected search experiences that help employees quickly find needed information- regardless of where it exists, where they are, or which devices they use. Our "Advanced Search" capabilities turn system-by-system searches into a single and unified search that saves valuable time and reduces frustration and angst, resulting in more productive employees.

9
hrs/week

According to a McKinsey Report, employees spend 1.8 hours every day – approx. 9 hours a week – searching for and gathering information.

Content Sources

The Power of Advanced Search

If your workplace utilizes more than three of the following enterprise systems, then you need to implement a solution to make your hidden content much more findable:

- Aderant
- Alfresco
- Amazon Aurora
- Amazon RDS
- Amazon S3
- Azure SQL Database
- Bentley
- Bing News
- Bing Web Search
- Box
- Confluence
- Confluence (Cloud)
- CuadraSTAR
- Deltek
- DISQOVER
- Egnyte
- Egnyte (Federated)
- Elite / E3
- EMC eRoom
- FileShare
- Google Cloud SQL
- Google Drive
- HP Consolidated Archive
- IBM Connections
- IBM Content Manager
- IBM Db2
- IBM FileNet P8
- IBM Lotus Notes
- IBM WebSphere
- iManage Cloud
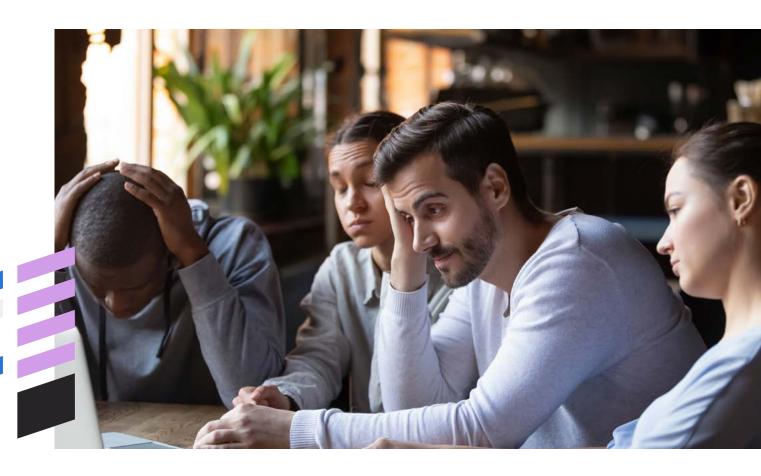- iManage Work
- Jira
- Jira (Cloud)

- Jive
- Kaltura
- LDAP
- LegalKEY
- LexisNexis InterAction
- Lotus Notes Databases
- MediaPlatform PrimeTime
- Micro Focus Content Manager
- Microsoft Academic
- Microsoft Dynamics 365
- Microsoft Dynamics 365 (Cloud)
- Microsoft Exchange Online
- Microsoft Exchange Public Folders
- Microsoft Exchange Server
- Microsoft SQL Server
- Microsoft Teams
- MySQL
- NCBI Protein
- NetDocuments
- NetDocuments (Federated)
- Neudesic The Firm Directory
- Nuxeo
- Objective
- OneDrive for Business
- OpenText Documentum
- OpenText Documentum (Cloud)
- OpenText Livelink/RM
- Oracle Database
- Oracle WebCenter

- Oracle WebCenter Content
- PostgreSQL
- Practical LAw
- ProLaw
- PubChem
- PubChem Pathways
- PubChem Substances
- PubMed
- RightFind
- Salesforce.com
- SAP ERP
- SAP ERP (Cloud)
- SAP HANA
- SAP HANA (Cloud)
- ServiceNow
- ServiceNow (Cloud)
- SharePoint 2019
- SharePoint 2016
- SharePoint 2013
- SharePoint 2010
- SharePoint Online
- Sitecore
- (Any) SQL-based CRM system
- UniProt
- Veeva Vault
- Veritas Enterprise Vault
- Website Crawler
- West km
- Workplace by Facebook
- Xerox DocuShare
- Yammer

Note: BA Insight has pre-built connectors for each of these systems. If you use a content source not on this list, chances are it is on our development roadmap. Please contact us to discuss.

Frustrated employees

If you experience any of the following within your organization, then you should strongly consider eliminating all obstacles to finding information to quickly improve productivity and morale:

- Employees express frustration over the inability to find the information they need to complete the tasks they are working on. In most cases they do not even know where to start searching.

- With a combination of in-office and remote workers, along with team members spread over different time zones, it has become much more difficult to ask a colleague a question in person.

- With multiple divisions, business units, and/or country-specific operations, there are challenges with teams being able to easily share and leverage critical information.

- New employee on-boarding and productivity takes longer than necessary as pertinent information and training materials need to be hunted down and often recreated.

Next steps

If you can relate to any of the above challenges, then we encourage you to do one or both of the following:
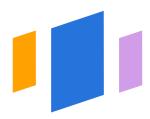
- Conduct an internal survey to better understand employee frustration and the impact on productivity (BAI can help with this).

- Conduct a pilot to see how your organization can immediately benefit from Advanced Search.

Advanced search pilot

Here are the steps you can take to get your organization on the path to delivering a much better enterprise search experience to your valued employees:

Ask a few team members to participate in an internal pilot of an Advanced Search solution and use their feedback for a larger deployment.

Allocate one or two technical resources with part-time availability to help set up and configure your Advanced Search solution. You could utilize BAI's Azure Cognitive Services, in which case you would need even fewer resources.

Obtain user feedback from the pilot, which we can assist with, and make improvements so that the solution meets organizational needs.

BA Insight

Upland BA Insight transforms the outcome of digital interactions through advanced search experiences that are relevant, personalized, and actionable. Our connector-based software works within the enterprise, customer portals, and websites. It turns searches into actionable insights, regardless of where your content or users reside.

Want to learn more?

Contact us.

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