

Case Study

**Large petroleum
company connects
systems and
delivers access to
information with
enterprise search.**

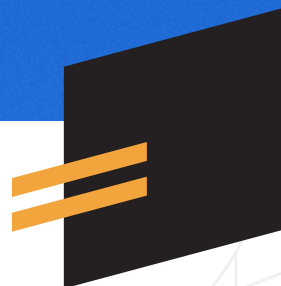


INDUSTRY
Oil and gas

COMPANY
**Petroleum Exploration
and Production**

This company is the pioneer of the LNG industry in Australia and the largest Australian natural gas producer. Building on more than 30 years of operations in western Australia, they are recognized for their world-class capabilities as an integrated upstream energy supplier with a global portfolio.

This company partnered with Upland BA Insight to create a reliable, readily-available search across their organization so workers in any office or out in the field could quickly locate information needed to do their jobs and keep systems operating at peak efficiency. BA Insight provided the company with an enterprise search experience that connected many systems and was driven by a user-friendly bot interface, so workers could locate information just as easily as asking a question.



This company needed a reliable way to locate information from one place.

Workers couldn't locate the information they needed.

This company had two major productivity problems. First, their entire employee base was facing difficulty finding information required to do their jobs. They often needed to figure out if the information they needed actually existed, and if it did, they had to bounce between multiple systems to find out where it was stored.

The second problem affected platform and field workers tasked with ensuring systems continued to run. If systems broke, they needed to repair them quickly, and the inability to find information resulted in production delays. Employees were stuck recreating existing materials they couldn't locate or spending valuable time trying to figure out solutions that had already been developed and documented.

Upland BA Insight untangled cumbersome search processes.

BA Insight worked with this company to connect various systems containing critical information into a single index and implement a conversational "bot" user interface that interacts with employees. Based on their queries, workers receive relevant results based on all the information available within the index. The search engine, Elasticsearch, combined with a bot framework and proprietary configuration to create a truly conversational interaction experience.

The implementation included the following connectors: Documentum, SharePoint On-premise, SharePoint Online, One Drive, and FileShare. Each connector populated content into the central Elasticsearch index and provided support for per-item security, ensuring that the bot would never present any information to a user that they were not allowed to see. In addition, hundreds of problems/solutions and FAQs were developed and added to the bot interface to provide a starting point for the rollout.



Enterprise search enables better processes, standardized practices, and improved productivity.

The results were in.

The company rolled out their enterprise search solution company-wide, and it was a resounding success, evidenced by the reduction in fix times and positive employee feedback. The company continues to increase the problem-solving capability of the bot daily, utilizing the access to all company information via the Elasticsearch index that is populated by the BA Insight connectors.

Employees dispersed across many locations report that they can readily find information when needed and continue creating suggestions for improvement.

Workers can now quickly find information, connect with pre-packaged knowledge bundles to do their jobs more quickly, and are more efficient because reliable enterprise search has eliminated errors and the duplication of efforts in the field.

Upland BA Insight leverages AI technology to deliver a web-like advanced search experience with results that are relevant, personalized, and actionable. The connector-based technology works with enterprises, customer portals, and web sites, turning searches into actionable insights, regardless of where content or users reside.

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BA Insight

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