

Hosted Search Value Proposition

Author: Natalya Voskresenskaya
SharePoint Architect

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Hosted Search Value Proposition

Years ago, companies were faced with the problem of what to do with the ever growing accumulation of data that they could not discard; either because they had to store this data based on industry regulations or they just simply stored it following the powerful statement that “knowledge is power.” With the cost of storage not being an issue anymore, companies continued gathering and storing the data and content in all of its various forms – especially unstructured content such as emails, instant messages, electronic and paper documents, images, video, voice and web pages. All of which make up the majority of all data stored by IT departments and service providers and this is doubling every two years or sooner. In the information age, easy access to content or data and the ability to manage information throughout its lifecycle is mission-critical. Unfortunately, data and information stored in enterprise repositories is often siloed and presents challenges for users who need to access legacy enterprise information holistically. With search integration into the enterprise, the issue of tapping into the content was somewhat solved, but organizations were not ready to grow an in-house search practice or invest into engaging search professional services. As a result, the search solved only part of the issue of data access, while these other glaring problems still exist in achieving the ultimate goals that drive Enterprise

Search initiatives:

- Integration of Search with internal applications is costly and some content is still in siloed repositories that are not accessed by Enterprise Search and other search is often implemented as product add-ons.
- Content is outdated and search teams are either non-existing or understaffed, thus making it hard to maintain, tune and improve the process of gleaming information out of vast body of data easily, virtually impossible.
- Utilization of search is unknown and analysis on the areas of improvement on the quality of search can be just a guess.
- Doesn't support today's mobile clients.
- Initial implementation of search is very budget and time intensive, it takes months before the go-live.
- Search infrastructure is not easy to scale up or down to accommodate ever changing demand.

The burdens of embarking on the Enterprise Search endeavor can be overwhelming, complicated and too costly from the very beginning. You must also factor in the cost of maintenance and getting it just right can be very pricey while consuming time and resources. In this difficult economy, most companies do not have financial and human resources necessary to accomplish the desirable end-state of search.

Hosted Enterprise Search Offering

While there are quite a few hosted infrastructure offerings on the market, the one that stands out is Microsoft Azure. There's no steep learning curve with Azure and companies quickly start deriving value from Azure within hours. Azure gives you access to the same technology that millions of businesses trust and use today. Azure is ideal to support both massive scale out and small deployments when you need control over the search solution, but don't want the burden of control over the underlying operating system and its maintenance.

With the enterprise search solution hosted in Azure, you don't need to know how search works or how to set it up. With this approach, companies are also avoiding the upfront investment into hardware, software and the initial infrastructure setup. There is also ongoing cost savings associated with quick and easy scalability and not having to maintain/upgrade hardware or software.

Discover Technologies Hosted Search Offering

Discover Technologies has developed an economical Search as a Service solution that allows you to offload the care and maintenance of your enterprise or public search platform to our cloud-hosted architecture in Azure. This service leverages our many years of experience designing and implementing search architectures and reliable infrastructures that are scalable to meet your usage requirements. Beyond the benefits of a robust search architecture, our Cloud Hosted Search platform also supports other Discover Technologies products proven to enhance user experience and to provide a high level of control and customization over the search infrastructure.

Search Administration and Customizations

Beyond what other hosted search providers may offer, Discover Technologies hosted search consists of a wide variety of tools and products that enable organizations to meet unique business needs and to deliver a truly integrated enterprise search solution that provides a holistic view into the enterprise's information. Below is a feature comparison chart that quickly shows the extended features of Discover Technologies Hosted Search option.

Feature	Microsoft Azure	Discover Technologies
Advanced Content Processing	✓	✓
Continuous Crawl	✓	✓
Custom Entity Extraction		✓
Configurable Content Processing		✓
Enhancement to the Processed Content		✓
Hybrid Search	✓	✓
Manage Search Schema	✓	✓
Advance Search Schema Management		✓
RESTful Query API/Query OM	✓	✓
Content API		✓
Search Connector Framework	✓	✓
Documentum Connector		✓
Custom Applications Connector		✓
Tunable Relevancy	✓	✓
Rules Based Content Processing		✓
Documents Preview Rendering Prior to Indexing		✓
Speech to Text Recognition (Video Indexing)		✓
508 Compliance		✓

Search Visual Experience

Further than the benefits of a robust search architecture, our Cloud Hosted Search platform also supports other Discover Technologies products proven to enhance user experience, such as:

- DiscoverPoint Viewer for viewing files via a browser without a desktop client
- Most Relevant Page Navigation (MRP Nav) for viewing most relevant pages related to queries simply by hovering over search suggestions
- Speech-to-text recognition and full text search of video files with the ability to go directly to the part of the video that is relevant to the search query
- DiscoverPoint People for identifying people within your organization who are related to a search query

Feature	Microsoft Azure	Discover Technologies
Refiners	✓	✓
People Search	✓	✓
Discovered Experts		✓
Discovered Business Terms		✓
Graphical Refiners	✓	✓
Quick Document Previews		✓
Document Previews for Non-office Files		✓
Most Relevant Pages Preview		✓
Relevant Page links		✓
Search within the Document Preview		✓
Mobile UI		✓
Real Time Document Preview Security Check		✓
Accessibility and WCAG Compliance		✓
Video Files Preview		✓
Video Files Full Text Search		✓
Search Vertical: "Conversations"	✓	✓
Search Vertical: "People"	✓	✓
Search Vertical: "Video"	✓	✓
Tunable Relevancy	✓	✓

Discover Technologies hosted search is offered in three different iterations that include the same features, but range in size to fit any type of deployment: small, medium and large. Any of these packages can be deployed in less than a day and all packaged farm scenarios provide failover, redundant indexes and “Always On” SQL architecture. We will monitor and manage the dedicated search infrastructure with the support of our industry renowned search experts relieving and deliver 1st class professional services and enterprise search support.

Support and Management

Feature	Microsoft Azure	Discover Technologies
Redundant Indexes		✓
Resources Management	✓	✓
Crawl Statistics Reporting	✓	✓
Search Utilization Reporting	✓	✓
Always On SQL Architecture		✓
Network Monitoring		✓
First Class Consulting Services (included)		✓
First Class Search Support		✓
Alerts Subscription		✓

Discover Technologies Hosted Search is a managed service in the cloud and makes it simple and cost-effective to set up, maintain, and scale a search solution for websites, enterprise portals or applications. Companies can quickly add rich search capabilities to their enterprise body of content without needing to become search experts or worrying about hardware provisioning, setup, and maintenance.

For information on Discover Technologies products and services, contact us. We'd love to hear from you!

Phone: 800-368-2344

Office: 13241 Woodland Park Road, Suite 610, Herndon, VA 20171

E-mail (General Inquiries): info@discovertechnologies.com

E-mail (Sales Inquiries): Brian Vernon, bvernon@discovertechnologies.com

Web: DiscoverTechnologies.com