

Harris Corporation Increases Productivity with Coveo



Harris Corporation is an international communications and information technology company serving government and commercial markets in more than 125 countries. It is one of the only companies that specialize in advanced technology for capturing, aggregating, distributing and analyzing any type of communications or information, including voice, video, data and imaging. Headquartered in Florida, the company has approximately \$5.5 billion of annual revenue and 15,000 employees. Harris invests approximately \$1 billion per year in R&D.

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

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's Search & Relevance Technology, Harris increased productivity, realized notable ROI and unlocked value from existing assets.

Industry:

Aerospace and Defense

Business Goals:

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

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

Harris Corporation serves government and commercial markets worldwide. The Government Communications Systems Division (GCSD) at Harris needed a more effective approach for leveraging the knowledge assets created by its thousands of engineers. Security was a major concern since Harris handles government contracts and access to privileged information must be carefully controlled.

Colleen Yoh, group leader in the Engineering Information Technology department, spearheaded the search for a solution to solve GCSD's needs.

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

Security was a key consideration in choosing Coveo at Harris. "Any sensitive or proprietary data must be appropriately secured," noted Yoh. "Privileges are granted on a need-to-know basis." Before Coveo, there were many systems we did not index because we could not ensure the adherence to existing security."

"Employees were hunting for documents in various file shares, asking co-workers and being referred to others," said Yoh. "This slows employees down. We were using a search engine, but we were only federating a few repositories, which limited the quantity and relevancy of results. Employees stopped trusting the search and stopped using it. We were also using standard SharePoint search out-of-the box, but users were getting very confused about what search engine to use for what purpose. They didn't know where to start, so it was important for us to use a unified enterprise search solution."

Coveo helps us better compete through more innovation.

Colleen Yoh, Harris Corporation

Harris sought a powerful tool that would enable it to securely consolidate and federate data from disparate sources, extracting the relevant value from existing knowledge assets to further unleash innovation.

Selecting and Implementing Coveo

Yoh evaluated an extensive list of tools, including Google Search Appliance, Microsoft Fast, Bing, SharePoint Search, Yahoo, and Windows Search. The team selected Coveo as the ultimate winner.

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Colleen Yoh, Harris Corporation

According to Yoh, there were four primary business drivers behind the selection of Coveo: relevancy of search results, internal supportability, vendor customer support and cost.

Yoh notes that her team's experience with the Coveo team was very positive. "One of the deciding factors was responsiveness and help getting the solution set up and configured," said Yoh. "We really appreciate the great support from Coveo."

Coveo is distributed to 12 different offices via the intranet. Coveo is used by 5,500 employees—approximately 3,000 of whom are engineers—to search content on the intranet, file shares and SharePoint sites. Yoh notes that they are even using Coveo to index videos. "We use videos extensively, from meetings to training. Before, videos were not centrally located and troublesome to access on demand. With Coveo, we can." Yoh notes that while the metadata on the videos is lacking, and they will undergo a project to fix that, employees are pleased that they can go to one location and find the right video with Coveo.

Security

"We wanted to provide more content to end users while respecting existing security models," said Yoh. "Coveo is also helping us find the cases where we might have duplicate documents and to start weeding out the old data."

It was important for the selected tool to work within the company's existing and complex security architecture and active directory configuration, said Yoh. "The main issue with our previous search tool was security. The product wasn't mature enough to handle security trimming in our active directory environment. There is also a relevance difference. We saw outdated content with our former tool. The relevance with Coveo is better and the results are more timely."

Treasure hunt spices up the launch

To roll out Coveo at Harris, Yoh launched a simple but ingenious communication campaign. "We conducted a treasure hunt and 'buried' content in repositories. Then we sent out a newsletter to employees and provided tasks," said Yoh. "We encouraged people to use the features and the tool to find content. If they were successful, their names went into a drawing for a prize. Overall, there was good participation. Usage spiked more than we expected. We succeeded in our purpose, which was to give people the exposure to the tool and understand features that would be useful to them."

Results

The Coveo implementation has yielded several business benefits. With Coveo, Harris' 3,000 engineers are better able to re-use technology from other jobs, enabling greater innovation. "With Coveo, they have reduced time looking for documents and increased productivity," said Yoh.

"All employees, from executives to engineers to administrators, are using the tool and feedback has been positive," said Yoh. "Users like the ability to filter their results, and they especially like the additional content from the file shares that are indexed," said Yoh.

Coveo has made an impact at the executive level, said Yoh. "One vice president says he couldn't go a day without using Coveo anymore. He really likes the desktop integration package, the harnessing of PST files and the ability to see his desktop content alongside other content being federated."

Yoh notes that Coveo is definitely meeting expectations, and then some. "We expect usage to grow in the future as the user base becomes more confident. Frankly, they had lost confidence in our previous tool."

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We are able to get a better return on our knowledge assets with Coveo.

Collen Yoh, Harris Corporation

Yoh considers herself a Coveo power user, leveraging the tool several times each day. "Even if I know where a document is, I use Coveo to search because it comes right up. It's my way of verifying that we have appropriate top results. If I have to dig to find something, my customers are also having problems." Her most-used features include the ability to select the repository and the ability to filter using facets, which provide an intuitive visual method to easily refine search results according to specific criteria.

As for future projects with Coveo, Yoh says her team is looking forward to building out their own solutions with Coveo. "We have a team of developers who can customize Coveo as needed. With everything so open, we'll be able to do some exciting things in the future."

In a competitive market, Yoh believes Coveo provides an edge to Harris.

GET STARTED WITH COVEO

For more information visit Coveo's website at www.coveo.com, or call Coveo at **1-800-635-5476**.