

KeyBank

KeyBank Unlocks Relevant Internal Knowledge, Improves Results and Usage with Coveo for Advanced Enterprise Search

Industry:

- ▶ Financial Services – Retail Banking

Business Goals:

- ▶ Increase employee productivity through improved access to internal resources
- ▶ Obtain a 360-degree view of relevant internal knowledge
- ▶ Increase employee satisfaction and visitation to internal knowledge portal

Coveo Solution:

- ▶ Coveo for Advanced Enterprise Search

Result at a Glance:

- ▶ Between 1,500 and 2,000 requests each day
- ▶ Increase in utilization of the search engine

KeyBank is one of America’s oldest and most respected banks with hundreds of branches throughout the country. The bank’s 15,000 employees need easy access to relevant content throughout the bank’s extensive internal knowledge base. With the help of Coveo for Advanced Enterprise Search, Key’s employees find it much easier to find the content they need.

The Challenge

With a 160-year history of providing quality banking services, KeyBank has undergone many transformations across its internal knowledge base. But while the company’s employee-related assets became more digitized and populated, it was increasingly difficult for the search engine the bank used to pull up relevant results. “Our employees need to be able to quickly retrieve the most relevant information available,” said Jim Wozniak, infrastructure engineer for Key, whose team is responsible for implementing, engineering, maintaining and supporting the company’s IT environment. Wozniak cited an example where employees searching for a specific branch location often had to sift through results listing Key’s hundreds of branches. “It was clear we needed to make a switch.”

Implementation

It was obvious that Key needed a more sophisticated search function across its internal repository. The company’s enterprise architecture group explored a variety of proof of concepts, before selecting Coveo in early 2013. The implementation started late in the first quarter of 2013 and took two months from start to finish.

Coveo for Advanced Enterprise Search

“Working with Coveo is probably one of the most effortless and rewarding experiences that I’ve had as an engineer in 15 years.”

“All of the feedback we’ve received is positive. You can see the increase in utilization.”

“Coveo is exceeding my expectations. We’ve seen a tremendous uptick in users, and we’re only using 20 percent of what Coveo can do. I would love to take advantage of all Coveo has to offer.”

Wozniak praises Coveo for being a flexible and helpful partner during the implementation process. “The team’s knowledge of technology and infrastructure is incredible”, said Wozniak.

The Coveo solution offered Key additional indexing and taxonomy capabilities that existed in its standard offering. Key’s 15,000 employees can now easily access any relevant employee-related information, such as security policies, inventory management systems, asset management systems, purchasing systems, technology-related information, HR-related materials and select SharePoint sites for greater collaboration and knowledge sharing. Results are easily categorized, sorted and modified by date.

Results

Since the updated version of Keynet launched in April 2013, it’s seen a vast increase in usage. Before Coveo, the incumbent search engine was averaging eight queries per hour at its peak; with Coveo, Keynet receives between 1,500 and 2,000 requests each day. The usage rate has been consistent since production, as Wozniak’s team wrote a series of articles to help spread the word about the new tool.

Employees are also happy with the new search functionality. “All of the feedback we’ve received is positive,” said Wozniak. “You can see the increase in utilization.”

On the heels of a great experience with Coveo, Wozniak is looking forward to working with the company in the future. “I would love to take advantage of all Coveo has to offer,” said Wozniak, who estimates that Key is using only 20 percent of what Coveo can do. He’s hopeful that Coveo can start integrating existing Keynet resources with materials from Key.com, land drives and emails. “We would like to do more with trending and analytics,” said Wozniak, “That’s where I see another huge opportunity for Coveo.”

Get Started with Coveo

For more information visit our website at coveo.com, or call us at

1-800-635-5476