

# Enterprise Search-based Knowledge Management at TÜV SÜD Product Service

The Division TÜV SÜD Product Service with more than 4,000 employees in Europe, Asia and the Americas tests and certifies most products that must meet country-specific laws and standards. Company data needs to be at hand easily at all times for decision-making and business processes. The system-wide search engine and knowledge management platform intergator, of the Dresden company interface: projects, supports TÜV SÜD Division since 2014 for safe and quick access to the internal information resources.

## Background and Objectives

It is becoming increasingly difficult to retrieve existing knowledge quickly and easily. Often it is not known where to obtain the information needed and how it can be applied. This leads to increasing inefficiency in the handling of client orders, since the search and retrieval of appropriate information is very time consuming. The aim is to provide employees of TÜV SÜD Product Service with simple solutions, based on the existing IT infrastructure and with modern and optimal information retrieval (Enterprise Search). This includes in particular the preparation, publication and retrieval of information.

## Challenges in the global corporate environment:

- Integration of global IT systems in search processes
- multiple languages and intercultural stakeholders
- various proprietary database solutions
- complex SharePoint installations
- Successful installation under high demands

The global launch of intergator Enterprise Search solution for the sensitive corporate data from TÜV SÜD Product Service requires the integration of already existing systems. The wide range of requirements for the solution include: more efficient use of information, simplifying work processes and finding documents and complex, heterogeneous and distributed IT infrastructure with high expectations of semantic methods and their scalability. This intelligent search engine supports through its cross-system search the company-specific processes by multiple selectable search interfaces and links isolated, operated information. Thus, this allows a dramatically improved search and result quality. To take into account the sensitivity of some

documents and records, the results of a query are differentiated implicitly and explicitly on the basis of rights and role definitions of users.

"intergator Enterprise Search is for us the ideal solution in order to reduce unnecessary, time-consuming search to a minimum and to provide our experts with quick and comprehensive required knowledge," says Albrecht Mayer, Project Manager at TÜV SÜD.

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