

Xerox and Verity: Delivering an Enterprise-Wide Corporate Portal

As one of the world leaders in document management solutions and advanced technology, Xerox Corporation understands the value of maintaining and providing access to all types of data, both structured and unstructured. So, it is no surprise that while many organizations are just beginning to experiment with corporate portals, Xerox has already implemented a second generation corporate portal—a master Web site for organizing and navigating corporate information.

Xerox knows that access to unstructured data—including meeting notes, product plans and customer inquiries—can improve everyday decision making. This awareness, coupled with the company's strategic commitment to knowledge management, led a team of Xerox managers to conduct a cost-value proposition study on retrieval technologies that would allow employees to access mission-critical data.

Based on the study's results, Xerox chose Verity® as its intranet search provider and named Verity the only global core index sanctioned by Xerox Corporation.

LEADING THE TREND

A corporate portal is designed to allow employees to search, retrieve, classify and disseminate business-critical information from a single site. In essence, it offers one-stop shopping for anyone in the organization to access information quickly and easily.

According to Gartner Group, a leading analyst firm, the corporate portal is one of the next major trends in corporate computing. The firm predicts, with 80%

probability, that more than half of all major corporations by the year 2001 will build master Web sites for organizing and navigating corporate information.

As usual, Xerox is ahead of the trend, using Verity Information Server and Verity Spider to help Xerox users search and navigate the documents on their corporate intranet.

VERITY AND XEROX: DELIVERING AN ENTERPRISE-WIDE CORPORATE PORTAL SOLUTION

Verity's corporate portal solution provides Xerox with enterprise-wide search and retrieval. Specifically, Verity Information Server builds a set of indices (a Verity collection) for a group of documents. Then, Verity Spider searches and indexes Web sites and file systems—making electronic content available transparently to users. Residing on Xerox's corporate communications site, Verity's technology enables Xerox users to conduct comprehensive searches of the company's global communications information.

"We chose Verity because its products enable us to deliver an intranet portal to enhance our current knowledge management capabilities, providing the means to locate information centrally from more than eight thousand intranet Web sites distributed globally," said Christopher Noyes, Manager of Internet Services for Xerox Corporation. "And today, Verity's search engine is embedded in our DocuShare product, which we believe provides a solid foundation for corporate-wide standard searching capability in the future."



Organization

Xerox Corporation (www.xerox.com)

Industry

Document products, services and solutions

Challenge

To develop a corporate portal allowing a single point-of-access to enterprise data

Verity Solution

Verity Information Server
Verity Spider

Results

- Corporate portal provides single interface to distributed knowledge assets
- Portal solution enhances employee productivity with fast, precise retrieval technology
- Corporate portal is a scalable solution to handle increasing number of employees and documents

Verity and Xerox

SUCCESS WITH VERITY PROFESSIONAL SERVICES

Industry-leading technology isn't the only reason Xerox chose Verity. Outstanding service and support is another. Verity Professional Services stood behind Xerox's enterprise solution every step of the way, offering comprehensive index building services and ensuring the portal's successful launch. Focused on results and committed to working together, Verity further assisted Xerox by providing all of its consulting services on-site.

According to Noyes, "Professional Services is a key component to our relationship with Verity. Verity consultants worked with us side by side, on-site, to make our application development and deployment successful."

LOOKING FORWARD

With both companies committed to knowledge management, Xerox and Verity look forward to expanding their relationship.

"The new corporate portal will allow us to gain better control of unmanaged information right away," continued Noyes. "In the long term, we expect Verity's technology to be the single search engine that offers multi-lingual support and a consistent interface for all of our users to gain access to mission-critical information residing on the Xerox corporate intranet."



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