

CISCO REPLACES LEGACY SEARCH SOLUTIONS TO FUTURE PROOF ORGANIZATIONAL INNOVATION



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Cisco Enterprise
IT executive

THE CUSTOMER

As the worldwide leader in networking products and solutions, Cisco (NASDAQ: CSCO) has transformed how people around the world connect, communicate, and collaborate. Cisco helps companies seize the opportunities of tomorrow by proving that amazing things can happen when you connect the previously unconnected.

THE CHALLENGE

The company had developed its Cisco.com search and corporate intranet search using Microsoft FAST ESP, as well as dozens of custom search-based applications using Google’s Search Appliance (GSA). These tools were becoming increasingly difficult to manage, scale, and achieve the high performance, personalization, relevancy, and user experience vital for a global market leader. Then, Microsoft designated FAST ESP for end-of-life, terminating any new development and support.

Confronting their outdated, legacy search architecture, Cisco’s enterprise IT executives saw the opportunity to migrate from their existing platforms to a next-generation, advanced enterprise search platform that could ensure continued business innovation and agility.

THE SOLUTION

Cisco wanted to replace the different design and deployment approaches used for its Cisco.com site search, corporate intranet search, and other strategic search applications with a new unified platform and user experience.

After an exhaustive review process that considered a wide array of mega-vendor and open source options, Cisco concluded that Attivio’s data unification platform provided the agile technology essential to achieve the key strategic goals for the company’s new global enterprise search platform. Cisco chose to replace its legacy FAST ESP and GSA systems with Attivio as the company’s new future-proof, next generation platform to power the organization’s advanced enterprise search innovation around the world.

THE OUTCOME

Attivio proved its ability to manage Cisco’s complex IT environment, while providing a roadmap to a richer, more engaging online experience for customers, partners, and employees.

Cisco quickly discovered that Attivio is an enterprise information platform, capable of meeting the company’s future needs, including manageable scalability, support for product development, and an architecture designed for mission-critical, always-on deployments.

Attivio enabled intelligent recommendations of the right content to the right user at the right time—strongly fulfilling Cisco’s core mandate for an improved “search-to-answers” user experience for customers, employees, and partners in more than 90 countries worldwide, through increased productivity and collaboration.

Attivio significantly reduced Cisco’s hardware costs, personnel hours, and technical complexity necessary to manage and maintain FAST ESP and GSA.

Cisco was able to avoid technical issues and bottlenecks in the migration process, increase functionality, and retain all the existing features the company had come to rely upon.