

# INTRALINKS USES ATTIVIO PLATFORM FOR INFORMATION, NOT JUST FILES



**“ Attivio gives Intralinks a competitive advantage. Previously, an analyst might have spent six or eight hours trying to dig through information. Now they are done in five minutes.**

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## THE CUSTOMER

Intralinks (NYSE: IL) provides “virtual data rooms” for securely exchanging critical business information. The company is a leading global provider of software-as-a-service (SaaS) solutions for securely managing content, exchanging critical business information and collaborating within and among organizations. Over one million professionals across a wide variety of industries rely on Intralinks “easy-to-use,” cloud-based solutions.

## THE CHALLENGE

Intralinks wanted to offer a new, active user experience that provided a bridge between the unstructured and structured content, to enable different business processes and user access. The company wanted the following capabilities that were not available from their previous vendor:

- Fast, relevant navigation – with access to data and documents
- Issue alerts when new content is added to keep processes on track
- Agile user security and permissions management on a SaaS basis

## THE SOLUTION

Intralinks chose the Attivio platform to replace its legacy search solution’s “file and folder” navigation with faceted search and browsing for discovery with fast, intuitive, productive navigation and discovery of relevant information; automated alerts and workflows; and active security to easily manage detailed, changing user permissions with no impact on performance.

## THE OUTCOME

- Attivio deployed rapidly in just 7 weeks; 87% faster than the legacy vendor’s rejected consulting proposal of 54 weeks!
- The Attivio platform provided Intralinks with a richer user experience with easy access to related data and content. Alerts also notify users when action is required, encouraging active use of the system.
- With Attivio, Intralinks realized reduced license and implementation costs and saw a dramatic drop in customer support calls, from an average of 200 per day to fewer than 20. This reduction translates to a savings of over 9,000 IT person hours (worth more than \$225,000 annually).