



**NetApp**

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## Overview

### NetApp

- Sunnyvale, California

### Industry

- Storage Systems and Software

### Solution Area

- Enterprise Search

### Challenge

- Access to internal and external content sources
- Content had missing or non-standard metadata
- Strict access control policy needed to be enforced

### Solution

- Kapow Katalyst accessed all relevant internal and external systems
- Kapow Katalyst implemented automated business logic to update content metadata
- Kapow Katalyst delivered a standard set of reusable feeds

### Results

- Project was completed at 50% of original budgeted cost
  - All searchable content was compliant with access control policy
  - Customer satisfaction improved, Customer Service costs reduced.
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# NetApp Expands Enterprise Search with Kapow Software™

Delivering a search experience that is comprehensive in scope yet provides accurate and relevant results to users.

NetApp creates innovative storage systems and software solutions that help customers around the world store, manage, protect and retain one of their most precious corporate assets—their data. With annual revenues reaching \$5 billion, NetApp employs over 10,000 employees worldwide.

## The Challenge

NetApp was looking to deploy an Enterprise Search solution that would allow customers to find the critical customer service information. By doing so, NetApp hoped to greatly reduce customer reliance on costly and inefficient phone-based support and to enable customers to easily locate the answers to their support questions online. Implementing an Enterprise Search Solution would give NetApp a rare opportunity to both increase customer satisfaction and reduce cost.

The project required access to new and legacy content in distributed repositories across the organization—support communities, bugs database, case notes, intranet sites, mailing list archives, etc. Additionally, much of the content had limited, non-standard metadata, or none at all. The difficulty of accessing all of the content, combined with the poor state of the metadata, made the prospect of a successful search implementation slim.

They needed a solution that was robust and flexible—enabling them to automate and perform the following:

- Access multiple systems each containing critical content
- Add, enhance, transform, normalize metadata
- Deliver a fully enriched feed to an enterprise search engine

In addition, they needed to enforce a stringent access control policy so that users of the system, which included employees, partners, customers and guest users, would only be able to access the content they were authorized to view.

“We needed a solution that would be flexible enough to access external and internal sources that were not currently reachable via our Search engine. Legacy content also needed to be enriched and mapped to a standard taxonomy upon migration. With its ease of use in automating essentially any process and integrating with multiple applications, Kapow Katalyst is critical for the success of any search project.”

— Derek Ryan, eSearch Manager, NetApp



## The Solution

Kapow Katalyst was used to rapidly extract content from all of the relevant sources, enhance the metadata using automated business logic and feed the content to their search appliance.

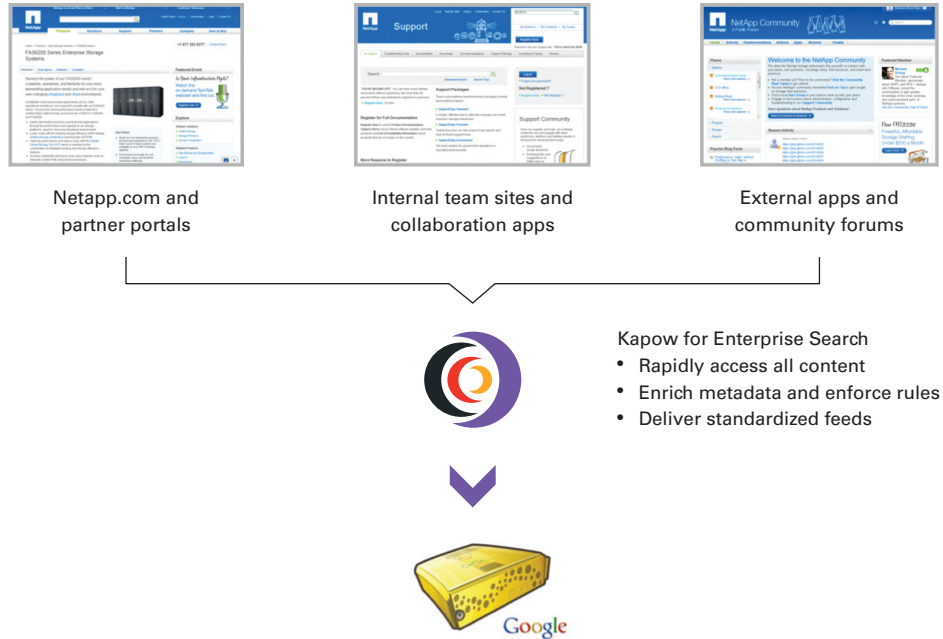


Figure 1. More content combined with richer metadata resulted in improved customer search experience.

## The Results

NetApp was able to include all of the valuable 1 million+ content items residing in 150 repositories in their search initiative. Additionally, the content is delivered to the search appliance with fully enriched metadata ensuring the best, and most secure, results. The entire project came in at 50 percent of initial estimated cost while providing 80 percent more functionality. Most importantly, NetApp enabled their customers to use online search to answer their support questions and to deliver just the content they needed on-demand.



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### About Kapow Software

Kapow Software, a Kofax company, harnesses the power of legacy data and big data, making it actionable and accessible across organizations. Hundreds of large global enterprises including Audi, Intel, Fiserv, Deutsche Telekom, and more than a dozen federal agencies rely on our agile big data integration platform to make smarter decisions, automate processes, and drive better outcomes faster. They leverage our platform to give business consumers a flexible 360-degree view of information across any internal and external source, providing organizations with a data-driven advantage. For more information, please visit: [www.kapowsoftware.com](http://www.kapowsoftware.com).

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