Providing Information Whenever You Needed It - Find All Relevant Information Quickly
Salzburg City Council, Austria

Some 900 users in the offices of Salzburg City Council have been working with Fabasoft Mindbreeze Enterprise since April 2007. Fabasoft Mindbreeze Enterprise enables users to find relevant information quickly in the electronic file (ELAK), searching objects such as contents and their metadata extremely efficiently.

A major benefit compared to desktop search software is that the information is not found only on the local storage unit. Fabasoft Mindbreeze Enterprise enables users to search emails and files throughout the entire network. A central server makes the search information available.

Task

The City Council placed exacting requirements on the individual software components from the very beginning. The main criteria included the relevance of hits, the speed at which the information is provided (taking into account the existing rights concept) and the fact that Fabasoft Mindbreeze Enterprise not only takes into consideration the rights but also the workflow context.

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Overview

Customer/Salzburg City Council

With around 525,000 inhabitants and an area of almost 7,154.5 square kilometers, Salzburg is one of the smallest Austrian provinces but it is very popular in tourism, culture and economy.

Solution

Fabasoft Mindbreeze Enterprise is fully integrated in Fabasoft's product portfolio. As a result, it is also possible to search "out-of-the-box" in structured data, including in Fabasoft eGov-Suite metadata, without additional expense.

MINDBREEZE®
ILLUMINATING INFORMATION

Chronology

2005: Development of the interfaces

2005: Test period

April 2007: Launch

Facts and Functions

- 900 users
- More than 8,000 documents changes daily
- Additional 10,500 new documents daily
- 1 TB of documents and 6 million data units indexed

Solution

Fabasoft Mindbreeze Enterprise guarantees the customer a transaction-safe, consistent index information status, as any changes to structured and non-structured data can be called up immediately.

This means that the roughly 10,500 documents that are added on average every day can therefore be used and processed during the core hours of business. This detailed indexing is carried out during the daily business at Salzburg City Council. The search quality of Fabasoft Mindbreeze Enterprise is not affected in any way, thus increasing productivity.

Implementation

To achieve the strategic goal of providing users with information in context reliably, quickly and easily, Mindbreeze supplied the standardized software Fabasoft Mindbreeze Enterprise to Salzburg City Council.

A clone of the live system was used as a test system. This enabled the customer to evaluate the solution thoroughly and make the necessary optimizations in good time. The customer then performed an extensive quality assurance procedure for the solution in test system mode.

The challenge was to evaluate the extensive and complex access right concept including the dynamic authorizations with abstract participants at the customer in the course of an inquiry. Fabasoft Mindbreeze Enterprise fulfilled this requirement in every respect. It was particularly important for Salzburg City Council to be able to find both structured and unstructured data efficiently.

Fabasoft Mindbreeze Enterprise calculates the relevance of an object for the user in the background at the time of the inquiry. The relevance is then determined from the characteristics of objects. The target environment in the test and live operation was a Microsoft Windows 2003 server.

Objective Met

By using Fabasoft Mindbreeze Enterprise, the customer achieved an increase in productivity of around 25%. With the highly scalable solution, the 900 users can submit the enquiries to the Fabasoft Mindbreeze Enterprise server with the possibility of formulating simple inquiries and more complex ones for evaluation.

Thanks to the high processing speed of Mindbreeze Enterprise Search, only one server is necessary for the process, minimizing hardware and maintenance costs to a minimum as a result.