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"Fabasoft Mindbreeze Enterprise makes our everyday work much easier. This is also an advantage for our citizens. They receive their information much faster. This software can be used by people in all sectors of public administration – from people handling enquiries to people in management."

Measurable Productivity Increase Through Rapid Information Search

Canton Thurgau, Switzerland

The pinpointing of information in structured and non-structured data is one of the most often used applications in Canton Thurgau. The main objective here is to obtain semantically relevant information within milliseconds.

"We are innovative in Canton Thurgau. We believe that with Linux we have control over both costs and innovative solutions, further motivating our employees. So everything points towards open source software." Andreas Fritschi, Head of Information Technology, Canton Thurgau.

Task

For Canton Thurgau it was very important to implement a standardized software product that would meet high demands without additional project costs. They placed high importance on an easily expandable software product that grows to meet new demands while respecting access rights to information at all times. The hardware costs had to be kept as low as possible, despite high availability and service quality requirement being met.

Overview

Customer/Public Administration

Canton Thurgau in northeast Switzerland has around 230,000 inhabitants and an area of almost 1000 square kilometers. The fact that this canton on the shores of Lake Constance is not the most heavily populated region makes it all the more significant in its role as a European pioneer regarding the implementation of Linux.

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.

Chronology

November 2005: Development of the interface



February 2005: Test period



April 2006: Launch for 1,600 users



Facts and Functions

- 1,600 users
- Up to 80 queries per second
- Additional 70,000 new documents daily
- Increase in productivity of around 25%
- One Dual-Xeon 3.2 GHz server with 4 GB RAM

Solution

Across-the-board Service-Oriented Architecture (SOA) with Fabasoft Mindbreeze Enterprise enables the customer to add new products easily thanks to short development times. In contrast to desktop search software, this solution finds information saved locally as well as emails and files distributed throughout the entire network. Search information is made available by a single central server. The customer placed great importance on expandability with secure code to prevent errors wherever possible. Supported by Mono and Java, the Information Technology Department in Canton Thurgau does not have to make any compromises with Linux regarding ease of integration.

The new data is delta-indexed by Canton Thurgau during normal working hours, without affecting the search quality of Fabasoft Mindbreeze Enterprise. The newly indexed data are immediately searchable for the users. This means that employees have immediate access to all information, which boosts productivity. Fabasoft Mindbreeze Enterprise complies with the business's "Strategy 100" protocol, delivering full performance and functionality under both Microsoft Windows and Linux. Canton Thurgau has been running Fabasoft Mindbreeze Enterprise since 2006 and 1,600 users use it successfully.

Implementation

Canton Thurgau successfully operates Fabasoft Mindbreeze Enterprise in a Linux system environment. The solution runs on a Red Hat Enterprise Linux 4 System while the user interface is a Microsoft Internet Explorer 6.0 browser.

Thanks to the integrity of transactions conducted with Fabasoft Mindbreeze Enterprise, the customer is always able to maintain consistent index information status, providing a reliable history of changes made to both structured and non-structured data. The customer also gains the capability of processing 70,000 new documents a month during the core working time. And this figure doesn't even include email.

Objective Met

Introducing Fabasoft Mindbreeze Enterprise brought the customer an increase in productivity of around 25%. With this highly scalable solution, Canton Thurgau can now process up to 80 search requests a second from a single server. The solution makes it possible to process simply formulated queries at the same time as evaluate advanced queries. Thanks to the high processing speed of Fabasoft Mindbreeze Enterprise, Canton Thurgau is able to make significant savings on hardware and service costs because the complete product runs on a single Linux server.