

Coveo Enterprise Email Search Application

A new paradigm in enterprise search

Unified, cross-enterprise search of emails and attachments regardless of where they are stored:

- ▶ Offline – in all employees’ desktops
- ▶ Online – in live email servers and email archives
- ▶ Even in hosted email platforms

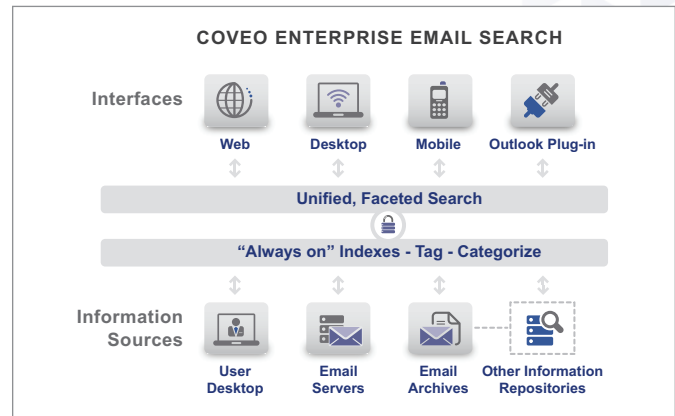
Ensure knowledge continuity, productivity and reduce the risks associated with email communication and storage

The Coveo Enterprise Email Search application provides an eDiscovery-ready, central index of all company-wide email content, including archives and desktop PST files, and administrator-assignable, permission-based search across multiple email accounts ensuring:

- ▶ Knowledge continuity when employees leave the company, helping preserve access to their ongoing projects, customer relationships and accumulated knowledge
- ▶ Increased productivity as employees find important information faster, saving time better spent on innovation and customer relationships, as well as reducing redundant work
- ▶ Improved compliance and reduced risk – via alerts and tighter controls on transmission of sensitive information and intellectual property, as well as facilitation of investigations that require discovery of email interactions.

Quickly deploy to meet both today’s needs, as well as future requirements, with the modular, scalable Coveo Enterprise Search 6.0 platform

- ▶ Deployment in hours or days, not months – resulting in rapid ROI, often in as little as a few weeks or months
- ▶ Complete, integrated security means information is only accessible with appropriate access rights
- ▶ Additional Coveo connectors easily expand access to other enterprise information repositories – ensuring your investment can easily adapt to support future requirements
- ▶ Self-service customization requires minimal investment to tailor interfaces and results to your needs



Coveo Enterprise Email Search helps you discover the undiscoverable: email and attachments residing on the desktops and laptops of all employees, combined in a unified search with live servers and email archives

- ▶ Index up to 50M docs/server, up to billions of documents, requiring up to 70% less server footprint than competing solutions – providing the lowest industry TCO
- ▶ Dynamic reporting capabilities put relevant, visual information at the fingertips of business stakeholders

Index, search and rapidly pinpoint precise content in enterprise-wide email

- ▶ Employees locate precise content in emails and attachments up to 10x faster
- ▶ Reduce risk and maintenance associated with email storage locations (live server, archive, PST) and the challenges of multiple interfaces to locate information
 - Indexing, tagging and categorization of all emails from live email servers, email archives or desktop PST files
 - Intuitive, unified search seamlessly returns results from all enterprise-wide email and other enterprise systems when combined with additional connectors.

Intuitive interfaces provide productivity-enhancing access to information – anywhere, anytime

- ▶ Eliminate the need to sort, file and categorize email
- ▶ Access information in email whether in the office or in the field, even when laptops are offline
 - Intuitive interfaces - web, desktop and mobile search bars - can integrate additional information sources
 - Integrated email client plug-in
 - Faceted navigation, including sender, recipient, attachment type, mail folder, etc.
 - At-a-glance context displays the first few lines of an email
 - Quickview to view emails and attachments without launching another application



- Related email conversations are automatically grouped together in search results, providing a logical view of extended email conversations
- Live-indexing provides continuous, up-to-date information in search results

Easily leverage the knowledge and relationship information stored in email systems while ensuring compliance and protecting sensitive information

- ▶ Retain institutional knowledge, customer relationships and “goodwill capital” when employees leave
- ▶ Easily share knowledge, especially for remote and virtual workers
- ▶ Reduce compliance risks and protect intellectual property
 - Permission-based access allows searching multiple mailboxes, including former employees’ emails, and facilitates eDiscovery and investigations
 - Alerts on transmission of sensitive information and non-compliant activities

To Coveo, risk is a four-letter word

We will work with you to provide a free, rapid proof-of-concept on your company’s live data, enabling you to test and use Coveo Enterprise Email Search before investing significant time or money — eliminating the risk from your purchase decision

Recommended Software & Hardware

- CPU: dual 2.0 Ghz or faster processors
- RAM: 4 GB or more
- 150 MB disk space for Coveo
Disk space for the search index varies based on the size of the original documents. Rule-of-thumb: allow for 50% of the size of the original documents (e.g., 1 million documents can take ~40GB disk)
- Microsoft Windows Server 2003 or 2008
- .NET Framework 3.5 or later
- Microsoft Internet Explorer 6.0 or higher, Mozilla Firefox 2 or higher
- Microsoft Windows XP or later (desktop search interface)

Select Supported Repositories:

- Microsoft Exchange
- IBM Lotus Notes
- Symantec Enterprise Vault
- Quest Archive Manager

Mobile Interface support:

- BlackBerry
- Windows Mobile