



Coveo Case Study

Cehave Landbouwbelang



Cehave Landbouwbelang (www.cehave.com) is a cooperative with approximately 6,000 Dutch members. Its core national and international business is the production and marketing of superior quality animal feed and animal feed ingredients. In the Netherlands, Cehave Landbouwbelang also supplies business requisites to the crop and livestock sectors, and collects grain. The group has production plants in the Netherlands, Belgium, Poland, Germany, Hungary and China, and exports premixes, nutritional specialties and concentrates throughout the world.

Cehave Landbouwbelang achieves revenues of almost 1 billion Euros per year. As such, it is one of the larger, leading animal feed businesses in Europe.

Sharing Knowledge to Improve Business

With approximately 2,000 employees located in varying geographic regions, Cehave Landbouwbelang wanted to create a way to share the collective knowledge of its employees to improve productivity and company efficiencies. The ability to share this knowledge among its staff was a top priority.

In November 2006, the company developed ResearchNet, an English language R&D focused intranet based on Microsoft SharePoint. A similar Dutch language intranet was also developed, called VoedersNet. Initially, these intranet sites were loaded with a limited set of data available to employees of its Cehave Landbouwbelang Voeders and CCL companies. However, within a year, more than 10,000 full-text reports from universities and institutes such as the Animal Sciences Group of Wageningen University and CCL Research were included and made available to knowledge workers from all Cehave Landbouwbelang companies through a secure Internet connection. Cehave Landbouwbelang employees now had a massive amount of resources available to them, but they needed a search solution to help them to find what they were looking for quickly. Unfortunately, the search capabilities provided in Microsoft SharePoint were not adequate.

This information, much of which is not available anywhere else, is comprised of Microsoft Office files and scanned documents in PDF format. The documents are also in a variety of languages, including Dutch, English, German and French.

“We researched a number of enterprise search solutions, including Google, Ontolica and BA Insight. We had never heard of Coveo before, but since the company offered a free, simple download from its website, we decided to give it a try,” said Jos Hocks, Information Specialist, R&D, at CCL. “Downloading and installing Coveo Enterprise Search for Intranet could not have been easier.”

Relevance, Speed and Ease of Deployment

Relevancy ranking, ease of use and speed were just some of the key requirements that Hocks reviewed during the evaluation process. “Right away, Coveo distinguished itself from the other search solutions,” said Hocks. “Google required us to install dedicated hardware. As a result, it was not available for immediate testing. It also required a large investment from our IT department to deploy and configure.”

In addition to running Coveo Enterprise Search for Intranet through their own set of tests, Cehave had a third party facility conduct further testing on the software to ensure that it was the right one to deploy. This organization validated the capabilities of Coveo’s search-powered information access solutions and informed Cehave Landbouwbelang that it was a tremendous value.

“Coveo proved to be lightning fast,” added Hocks. “The initial deployment took a matter of hours and allowed us to search through massive amounts of information within seconds. Coveo’s customization also made it very easy for us to switch from English on our ResearchNet site to the Dutch language screens on VoedersNet. Our R&D Knowledge Workers tested Coveo’s search capabilities for themselves and their feedback has been nothing but extremely positive.”

Cehave Landbouwbelang installed Coveo Enterprise Search for Intranet with Coveo’s OCR module, which enhanced the ability to search through scanned PDF documents. The information access solution enables Cehave’s employees to perform either simple or advanced searches, and refine the results by SharePoint site, author, year of publication, language or document type. Coveo also allows users to store complex search queries, letting users to repeat their search queries quickly when they next enter the system.

Information Access for Expanding Businesses

Within the last year, Coveo has helped approximately 600 of Cehave Landbouwbelang employees find what they need rapidly from a data collection of 45,000 documents in SharePoint 2003. After integrating additional data from several file servers, the amount of data retrieved by Coveo expanded to 1.2 million documents. In the near future, Cehave Landbouwbelang plans to roll out the Coveo Enterprise Search to all of its companies. Cehave Landbouwbelang is currently migrating ResearchNet and VoedersNet to SharePoint 2007.

Using Coveo enables Cehave Landbouwbelang to access information not only both Intranet, but also the in-house networks. By taking account the user rights assigned for the network, Coveo allows only those with authorization to receive information from certain sources to access it. “Coveo quickly indexed all of the 1.2 million documents from our expansion within a matter of days and showed no sign of slowing down in its ability to deliver fast, relevant and secure search results. This has proven to be extremely beneficial to us,” said Hocks. “I’ve recommended Coveo to other companies in the Netherlands. Businesses looking to deploy a solid solution for quickly accessing the right information from their enterprise certainly won’t regret deploying Coveo.”

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Jos Hocks
Information Specialist
R&D, CCL

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