



Coveo Case Study

Haley & Aldrich



Haley & Aldrich (www.haleyaldrich.com) is a leading consulting firm providing environmental, engineering, and management consulting services from a tradition of specialized capabilities in the geosciences. Its staff encompasses a wide range of disciplines, offering its clients integrated underground engineering and environmental solutions. In its practices and partnerships, Haley & Aldrich seeks to integrate technology and human potential to achieve outcomes that benefit its clients as well as the communities it serves.

Finding the Right Information and Staff Experience for the Job

Headquartered in Boston, Massachusetts, Haley & Aldrich has approximately 500 professional and support staff in 21 offices nationwide. To deliver successful projects, the firm assembles project teams with the talents, discipline backgrounds and resources aligned specifically to its client's priorities and project's unique requirements.

With hundreds of projects occurring simultaneously in a variety of engineering disciplines and geographic locations, the firm generates enormous amounts of important data in a wide assortment of data formats. This data includes drawings, letters, reports, and contracts, as well as the timelines and specifications associated with all the different projects. Much of this data – even if it is very old – can be of great value to its clients by allowing Haley & Aldrich teams to repurpose existing information rather than creating new information that may add additional time and cost to a job.

The number of Haley & Aldrich employees has also expanded geographically, adding to the need to access the right information from its disparate data silos. To date, the firm's data exists on file servers in 21 locations, an Intranet, two company web sites, and approximately 100 SharePoint sites.

"We house about 10 million documents, equaling about 4.5 terabytes of data," said Trent Parkhill, director of Information Technology Services at Haley & Aldrich. "While a large number of these documents are in Microsoft Word and Excel, we also have larger files – such as AutoCAD drawings and PDFs – that needed to be retrieved to help serve our current projects."

Parkhill downloaded the free, 30-day trial of Coveo Enterprise Search for Intranet and researched the solutions offered by a half-dozen of today's leading enterprise search vendors. For Haley & Aldrich, Parkhill required the solution to access all of the company's structured and unstructured data repositories; integrate with Microsoft SharePoint; offer users faceted search results; and deliver a significantly low total cost of ownership.

In addition to accessing documents located in its many geographically-dispersed data sources, Haley & Aldrich's team members needed a way to match the experience of its growing staff to the needs of its projects. The implementation of Coveo Enterprise Search gave Haley & Aldrich the ability to immediately access those files, answer many important questions and leverage the skills of its internal experts.

"The offerings from the established enterprise search vendors were either too expensive, required me to double storage costs by converting all my data into XML, or didn't provide faceted search," said Parkhill. "Coveo Enterprise Search for Intranet allows me to easily integrate with SharePoint and connect structured data from our financial information system with the document index. As a consultant who has struggled with these kinds of challenges for decades, it is truly amazing to see such clear and useful information pop up in seconds after a search."

While some documents are shared by Haley & Aldrich's employees on SharePoint, most employees save documents locally, thereby potentially causing difficulties when attempting to index the data. Coveo Enterprise Search helped Haley & Aldrich solve this problem by indexing all of the data remotely.

"I'm pretty picky when it comes to the look and feel of software products," added Parkhill. "Being able to download Coveo's technology online, customize it, and visualize the benefits of Coveo's faceted search results from terabytes of data...all before investing in it, were critical components of the decision to fully deploy the software. Coveo's technicians were also available around the clock, happy to help me with the installation. No matter what my needs were, Coveo always came through."

“Coveo offered us a way to easily integrate with Microsoft SharePoint, quickly find what we were looking for in a faceted format, and automate the process of searching the expertise of our staff – all with a limited investment. Upon downloading Coveo Enterprise Search for Intranet, the benefits became obvious.”

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