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**Customer:** Chart Industries  
**Web Site:** [www.chart-ind.com](http://www.chart-ind.com)  
**Customer Size:** 2,500 employees  
**Country or Region:** United States  
**Industry:** Manufacturing  
**Partner:** Coveo  
**Web Site:** [www.coveo.com](http://www.coveo.com)

#### Customer Profile

Based in Garfield, Ohio, Chart Industries is a leading independent, global manufacturer of highly engineered equipment used in the production, storage, and use of hydrocarbon and industrial gases.

#### Software and Services

- Microsoft Office
  - Microsoft® Office SharePoint® Portal Server 2003
- Microsoft Server Product Portfolio
  - Windows Server® 2003 Enterprise Edition
- Technologies
  - Active Directory®

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## Manufacturer's Information Access Solution Enables Global Collaboration on Massive Files

**“With SharePoint Portal Server and Coveo Enterprise Search for Intranet, our business can continue to grow without our having to worry that our documents are growing out of reach.”**

Janice Thorne, SharePoint Administrator, Chart Industries

*Chart Industries needed to enable its people to find, use, and share massive engineering files across its global enterprise. Its solution is Microsoft® Office SharePoint® Portal Server 2003 and Coveo Enterprise Search for Intranet, from Microsoft Certified Partner Coveo. Solution use climbed 150 percent in five months, signaling major user acceptance. Now users are more productive, and a reduction in support requests means that IT is more productive, too.*

### Business Needs

Some companies find collaboration to be a challenge because the products they make are complex. Others find collaboration challenging because they must coordinate the activities of employees around the world.

And other companies find that they face both challenges. Take Chart Industries, a leading independent maker of precision-engineered equipment used in the production, storage, and use of hydrocarbon and industrial gases. Not only are the company's products sophisticated, but Chart also has operations in six countries on four continents.

Those factors—product complexity and geographic dispersion—combined to make collaboration difficult. For example, because computer-aided design drawings for the company's products can be larger than 150 megabytes each, just downloading documents was a challenge.

“An engineer in China could start downloading a document that resided in the United States, walk away, have lunch, and then come back—and still be waiting for it,” says Janice Thorne, SharePoint Administrator, Chart Industries.

And that was assuming the employee could find the document. Chart had many

hundreds of thousands of documents in separate repositories around the world. To comply with regulatory requirements, the company might maintain a thousand versions of a file. Chart personnel typically shared documents through e-mail, which further consumed network bandwidth and increased the number of versions that could exist for any given document. Chart was experiencing strong sales growth and estimated that the number of documents would increase 200 percent per year.

The company needed a single, global solution for storing, finding, accessing, sharing, and using information. Drawing upon its experience with earlier solutions, Chart made it a priority to enable fast, accurate searches of its complex and massive files. "If people can't easily find documents in the repository, they're not going to use the repository," says Thorne.

## Solution

Chart Industries now has that document management solution, based on Microsoft® Office SharePoint® Portal Server 2003 (an upgrade to Office SharePoint Server 2007 is planned) and Coveo Enterprise Search for Intranet, from Microsoft Certified Partner Coveo. SharePoint Portal Server gives Chart its comprehensive, global document management solution, while Coveo's Enterprise Search solution gives the company the high-speed search capability it needs for its vast repository of massive, complex files, and delivers highly accurate, relevant results.

The company has 10 deployments of SharePoint Portal Server worldwide; another 4 deployments are planned. Most are single-computer deployments consisting of a Dell PowerEdge 2850. Selected documents—generally the larger engineering files—are replicated to each deployment to minimize local download times and network bandwidth use. SharePoint Portal Server alerts notify people automatically when selected documents have been modified, which

eliminates the need to send updated documents through e-mail.

Coveo Enterprise Search for Intranet is installed on each server running SharePoint Portal Server. To begin indexing the documents residing on the servers, Thorne downloaded the software from Coveo, installed it on each SharePoint Portal Server-based computer, and then pointed the search engine at the SharePoint Portal Server repository. Because Coveo Enterprise Search for Intranet works seamlessly with SharePoint Portal Server, users can search all documents stored in the solution from a single point of access, regardless of which server computer hosts the documents.

Searches analyze full text and metadata tags—such as author, document type, and storage location—as well as employing spelling suggestions, stemming, exact-phrase searches, and Boolean operators, to deliver accurate, relevant results. The search feature also provides options for summarizing and navigating through large result sets. The solution works with the Active Directory® service in the Windows Server® 2003 operating system to implement Chart's security and authorization policies for searches. As a result, Coveo returns results only for documents that users are authorized to access.

Chart also is enabling users to install Coveo's desktop search capability on their desktop computers so that they can search their local C drives.

## Benefits

Thorne says that the SharePoint Portal Server and Coveo's Enterprise Search solution is a success. In just five months, the number of documents that users have put into the solution has soared by 150 percent.

"If our people didn't find this solution to be the easiest and most productive way to find, share, and access their documents, they wouldn't use it," says Thorne. "The rapid

user adoption confirms that our people are very happy with the solution."

Thorne's happy, too. She downloaded the Coveo software and had it running on SharePoint Portal Server within a few hours. Once deployed, the solution reduced by 25 percent the number of support requests related to searches. It's reduced the e-mail load by 30 percent. And each IT administrator has gained two hours per week that formerly were devoted to document-related requests and administration. Both end users and the IT department are pleased that the replication of larger documents among the SharePoint sites has cut the download time for those documents by 87 percent, reducing the time that users wait as well as network bandwidth consumption.

Perhaps most importantly, Thorne and the users at Chart are impressed with the speed and accuracy of the search results that Coveo Enterprise Search for Intranet returns to them.

"We get our search results instantaneously," says Thorne. "And the relevance is great. People get the search results they expect, which means they can get on with their work rather than waste time repeating searches or engaging colleagues or IT for help. Everyone who uses the solution is more productive. With SharePoint Portal Server and Coveo Enterprise Search for Intranet, our business can continue to grow without our having to worry that our documents are growing out of reach."