



Coveo Case Study

simyo GmbH



simyo GmbH (www.simyo.de) is a leading provider of SIM-based products and Germany's first Internet-based mobile telephony discounter. Formed in 2005, as an extension of E-Plus, a major Germany-based telecommunications company, simyo is changing mobile telephony by reducing the price of mobile data usage by 97% in order to make mobile Internet affordable for everyone. The company currently employs approximately 35 employees in Germany and expects rapid growth throughout Germany, Belgium and in the Netherlands in the coming years. Focusing on smart online shoppers, simplicity, transparency and fairness are the core values of simyo.

Helping Employees Find the Knowledge Needed to Drive Business

With the expansion of simyo's staff, Bjoern Buerstinghaus, simyo's IT systems administrator, was required to deploy a solution to help new employees get fully up to speed and quickly find all the information they needed to do their jobs in the most effective manner.

Since many of simyo's requirements are around the best methods of searching through file servers and Microsoft SharePoint, Buerstinghaus was looking to deploy a single solution that was easy to use and could quickly find exactly what the employees needed from the company's 150 thousand Microsoft Office, JPG and PDF-formatted documents. Since he was also not overly impressed with existing search capabilities, Buerstinghaus wanted a solution that would tightly integrate with the information on the simyo Intranet portal.

Being familiar with Copernic, the desktop search technology from which Coveo's technology was spun from, Buerstinghaus decided to download Coveo Enterprise Search for Intranet to see how it would work. Other search solutions he looked at either did not integrate well with SharePoint or were simply too costly. "The entire installation process – including the indexing of simyo's file server data – took only 20 minutes," said Buerstinghaus. "It was extremely simple and easy."

After testing Coveo's software for about 20 days, the feedback that Buerstinghaus received from simyo's employees was overwhelmingly positive. "Our users stated that their experience when searching for data across our enterprise with Coveo was easier than searching online through Google," said Buerstinghaus. It was this very positive feedback, the product's tight integration with SharePoint, and his own experiences in deploying and administering the search-powered information access software that convinced Buerstinghaus that he had made the right decision in deploying Coveo Enterprise Search for Intranet.

Administrative Tools Enable Quick and Easy Customization

"In addition to providing our employees with a fast and easy way to find the information they need in a variety of languages, the administrative features are fantastic. Built with an excellent user interface, the administrative tools allow me to quickly and easily customize how information is delivered to our employees in no time," added Buerstinghaus. "The software's solid security capabilities also permit employees to see only what they are entitled to see."

As a result of simyo deploying Coveo Enterprise Search for Intranet, simyo's productivity has improved dramatically. simyo is currently licensed to index 50 thousand documents, but plans to expand its license very soon to index 150 thousand documents, including all of the data that exists on their exchange server and their various platforms.

“As our company expands, the need for simyo employees to access all the information they need to do their jobs properly becomes increasingly important,” said Buerstinghaus. “Coveo provides our employees with an extremely easy and quick way to search across all of our platforms to get this information and make things happen.”

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