

Customer Success Story

Boasting a staff that is experienced, capable and very intelligent, Data Connection also amasses hordes of information – storing 6.7 million documents and growing. In order to perform at the best of their abilities, employees required a solution that could provide them the most relevant information they need on a daily basis, in a secure and timely fashion.

Data Connection – Building true partnerships with customers

Data Connection Limited (DCL), along with its MetaSwitch division (www.metaswitch.com), is one of the world's leading telephony and communications technology companies, with proven ability to deliver innovative software and hardware products that span traditional and next generation networks, including the move towards Internet Protocol (IP) Multimedia Subsystems, an architectural framework for delivering IP multimedia services.

A fast-growing company, Data Connection's clients include more than 400 service providers and 250 original equipment manufacturers, including Tier 1 software and hardware vendors, AT&T, Alcatel-Lucent, Cisco, IBM, Juniper and Microsoft.

“By implementing Coveo's search solution on our public websites, support websites and internal information archives, we have provided customers, potential customers and staff with improved access to information. Coveo's flexibility has allowed us to customize the search to suit our needs. Our company-wide search provides staff with a single search that accesses our knowledge base, email folders, documentation and specialist in-house databases.”

Nicky Adams
Information Services Manager
Data Connection

Service providers and equipment vendors recognize Data Connection as providing remarkably high quality technology and support, with expertise to match.



Their ownership structure leads to rock-solid commercial performance and exceptional employee retention, which in turn drives the company's customer-centric culture.

Skillful and talented people demand the latest technologies and customized tools to deliver the highest quality of expertise and support

As a world leading technology company, Data Connection knows the value of information and ability to tap into the intellectual and knowledge capital.

Realizing the shortcomings of the native search tools embedded in Microsoft Exchange and Internet Information Services (IIS) servers' applications, Data Connection wanted to implement a solution with the capacity to leverage data stored across multiple enterprise repositories.

The solution would enable individual and collaborative efforts to be conducted more efficiently by providing fast and secure access to central systems and information to a disparate workforce spread all over the world. Also, the customer experience would be optimized, enabling them to easily search and access articles and other resources through the customer portal.

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Alongside Coveo, solution providers Microsoft, FAST and Google were also considered. Coveo Enterprise Search Solution was selected as the solution which was the most cost-effective, customizable and best able to support Microsoft Exchange public folders. Furthermore, Data Connection was able to test Coveo's Enterprise Search solution prior to purchase as it was the only company providing a proof of concept in a very short period of time.

The main driver to implement a search solution was that Microsoft's embedded tools had become slow and unreliable, not providing users with the level of search functionalities and results needed. Of particular concern was the inability of other solution providers to index Microsoft Exchange public folders, which Data Connection uses as a huge repository containing vital customer information.

Seeing Coveo's search capabilities and quality of results that could be generated using its data, Data Connection's IT team was convinced in moving forward.

Following their risk-free trial, Coveo Enterprise Search solution was implemented for email, intranet and extranet to enhance search functionality for both customers and employees. With Data Connection's IT team, the solution was customized to create a user-centric experience and enable a reliable and fast search of company-wide information scattered across multiple sources. In total, more than six million documents were indexed.

Enabling a comprehensive view for enhanced customer relationship management and increasing user satisfaction

By improving the search functionality of the customer portal, clients were enabled to search and retrieve knowledge base articles and other resources, which were previously available yet more difficult to pinpoint.

Internally, employees were able to quickly access information to better understand the needs of their clients and for Data Connection's help desk to enhance management of events and issues by using Coveo's search capabilities on Microsoft Exchange shared folders that stored customer communications yet were previously unsearchable.

Empowered with a company-wide search tool, employees were able to use Coveo's solution as a virtual helpdesk, as it's ability to find the most relevant data enabled the quick location and retrieval of information without the assistance of support staff. A self-service tool, the solution has empowered Data Connection's employees with instant access to comprehensive company-wide information. Data Connection has approximately 400 employees using the solution, who have given positive feedback regarding the solution's usability, and have become encouraged to search more.

“Coveo's search solution has been a great success. It has improved our organisation's ability to retrieve information quickly and efficiently across multiple platforms.”

Salih Suavi
Computer Resources Manager
Data Connection



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