

Mobile Email Search

Going Beyond What is Stored on Your Smartphone

By Michel Besner, Senior Vice President, Marketing, Coveo

BlackBerry and Windows Mobile users can now securely access all active and archived email, including attachments.

If you access corporate email on a mobile device like a BlackBerry to keep in touch when you're out of the office, then you most likely also know the limitations of trying to find that elusive email conversation or attachment from your Smartphone.

At first, the "standard" email search usually found on these devices seems to be just what you need. But most businesspeople soon discover that they don't have access to everything that they need—attachments, older or archived email, for instance.

This may be mildly irritating when the need for this kind of information isn't critical or time sensitive. But it can have a substantial negative impact when you're in a situation where getting to email-based information can make the difference between closing or losing a deal, making mission-critical decisions, or making sure you have the latest info before meeting with an unhappy customer.

And the frustrating part is that you know the information you need is sitting right there, on your email server. If only your mobile device would allow you to search beyond what is stored locally.

Search All Your Email with Efficiency

One of the biggest challenges while developing a great search solution for a mobile device is to make the most efficient use of the battery life while minimizing heavy data usage and network traffic.



The mobile device shows Coveo mobile email server search results. The display is automatically optimized for readability.

Consider, for example, one of the more irritating aspects of retrieving information via mobile: downloading a document. You're not sure which of several attachments is the one



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you're looking for, so you end up picking up the most likely one. Unless you're lucky, you may end up downloading multiple documents before getting to the right one. In the process, you're chewing up valuable time and drastically increasing your data transfer—not counting killing the battery life of your device.

The better alternative is to use an efficient search tool that enables users to navigate, locate and quickly view attachments, such as PDF, Word or Excel. So you can now locate and view only the information you're looking for, not guessing in the dark. This accelerated discovery process is especially helpful when you're in a spot with poor or slow wireless speeds.

Mobile real estate and processing loads are also important considerations. On the device itself, all you need is an intelligent "midlet" that connects behind your firewall and lets your enterprise email search servers do all the processing, which means minimal impact on your device's performance and battery consumption.

It's Also a Question of Economical Scalability

In today's economy, discussions regarding enterprise-class search capabilities must include the questions of scalability and total cost of ownership (TCO).

Companies serious about their IT infrastructure are looking for solutions that will scale with their business, allowing them to rapidly access enterprisewide systems that store up to billions of documents (and growing larger by the minute). Of course all of this needs to have minimal impact on the existing IT infrastructure and resources—even becoming a design requirement.

Today's suppliers of enterprise search solutions need to understand the requirements of today's business—where scalability and TCO are just as important as ease of use, speed, relevancy and security. ■

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Coveo's G2B Suite of Solutions

G2B provides uncompromised document-level security, including deeper integration capabilities with single sign-on support and a flexible security provider API. Moreover, G2B runs on the very same standard hardware you have already installed.

G2B is also lightning fast, with sub-second query results on millions of documents. Our distributed indexing capabilities unify data located in different geographic locations into a single, integrated set of index results, enabling an optimized balance in speed and relevancy, and a more scalable approach to information retrieval. Powerful enterprise connectors expand the flexibility of the product by allowing you to index content from the most commonly used enterprise repositories.

Our unrivaled user experience makes extensive use of modern technologies to provide inline document summaries, thumbnails, pop-up quick views, RSS feeds and a more responsive feel. Also, faceted search allows users to drill down into result sets by document type, author, cluster or any metadata.