



One of the top consulting companies in the world uses Coveo Enterprise Search solutions to leverage its knowledge capital while expanding its go-to-market efforts and reducing overall operational costs

Industry: Consulting

Customer: PRTM

- International management consultancy firm specializing in operational strategy, supply chain, product development, and customer value management
- 18 offices worldwide serving major industry and global public sectors

Objectives

- Better knowledge management by preconfigured search to provide results tailored to the consultants needs
- Ability for consultants to cross-reference common search criteria, such as industries, capabilities, project teams
- Respond to the consultants' needs to rapidly locate information when on client site

Solution

- Coveo Enterprise Search for intranet (Microsoft Office SharePoint)

Results

- Increased speed of generating business proposals by enabling consultants to spend less time searching for relevant project information and recreating existing materials
 - Enhanced leverage of internal resources by consultants quickly locating expertise within PRTM that matched their project requirements
 - Shortened the training period of new employees by providing easy access to PRTM's specific business models and frameworks
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Customer Success Story

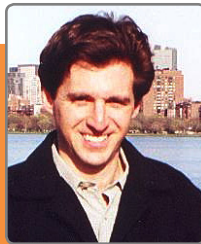
At PRTM, consultants' everyday work can be summarized in three words: create, execute and learn. Coveo Enterprise Search solution enables the quick location and identification of key information and expertise, so less time is spent searching. In doing so, Coveo helped PRTM cut knowledge management costs in half, saving a yearly average of \$2,145 per consultant, while expanding its footprint in new and emerging markets.



PRTM - Where Innovation Operates SM

PRTM is a privately owned management consulting firm with the goal to help senior management restructure their organizations for market leadership and greater shareholder value. The firm's areas of focus include operational strategy, supply chain innovation, product innovation, customer management, and business technology. PRTM has been named by Consulting Magazine as one of the "Top 10 Firms to Work For" every year since 2002. One of the largest consulting firms in the world, PRTM offers expertise across these industry sectors: automotive, aerospace, chemicals and process, communications and media, consumer goods, electronics and computing, energy, financial services, government, industrial, health care and software.

“ In my opinion we got a return on investment the minute we signed the contract with Coveo. Coveo's solution is effortless to install, plug and play and users don't have to care about where a document is located as it always pulls in the highest quality work. ”



Marc Solomon
Knowledge
Management
Coordinator,
PRTM

In today's challenging economic climate, business leaders are, more than ever, looking for new and innovative ways of operating globally. Consulting firms need to be at the top of their game - quick to respond and efficient in their practice - so they can add true value to their clients and deliver tangible business results. As a market leader, PRTM consultants offer insights with the power to transform the very way a company operates. The firm is highly valued for its focus on results—

developing and executing strategies through improvements in best practices, IT-enablement and core business processes. With a reputation for digging deep beyond the obvious, PRTM consultants are committed to project execution, building the critical programs to create a winning operations management strategy.

PRTM's Knowledge Management Team was looking to build a user-centric experience inside their Microsoft Office SharePoint-based Knowledge

Management (KM) System; two former regional entities were merging to form a truly global consulting firm. With information and expertise scattered across hundreds of thousands of documents on hundreds of SharePoint libraries, lists, and workspaces sites the KM-derived business value lies in tapping project know-how at the moment it's needed, not in knowing where to locate a stockpile of stale documents. The result? PRTM achieved meteoric growth in a new system for a new organization based on rich tradition of knowledge sharing and IP innovation. Two-thirds of PRTMers now make KM part of their daily practice – a third higher than in the former regional firms.

Recognizing that both intellectual property and effective search are key business assets essential for effective knowledge management, PRTM and its KM Team launched an initiative to better control its intellectual property.

In the context of an organizational merger, supporting not only a knowledge-based industry but achieving this in a user-centric environment

Customer Success Story

Coveo's professional services created a strong bundle with SharePoint which allowed to unleash the true value of PRTM's innovation and knowledge capital

To help PRTM maximize resources and leverage internal knowledge, Coveo developed a custom search architecture to give consultants pre-configured search results responding to their information and intellectual propriety needs in their everyday practice. Consultants were able to search and retrieve relevant information quickly, preventing them from reinventing wheels but also building on established success to drive high-priority innovation projects. Coveo's Enterprise Solution

“The high quality of search results encourages me to use our knowledge management system more frequently by allowing me to focus on getting to the content I need rather than sifting through hundreds of results.”

Aditya Raghavendra
Manager, PRTM

also allowed users to refine their searches, enabling them to efficiently match resources to accounts, promote knowledge sharing among consultant teams spread across the globe and generate business proposals more rapidly.

To meet their objectives, PRTM made the decision

to standardize Microsoft SharePoint as its information management platform and used Coveo Enterprise Search for intranets as its main search application.

PRTM downloaded Coveo Enterprise Search for SharePoint and had the application up and running in a very short amount of time. During the initial proof of concept, the Coveo solution indexed over 300,000 documents on file servers and websites across PRTM's regional offices. Coveo also created a custom search application (or roll-up) for PRTM, designed to show the most recent materials that best fit the search criteria, and display best-fit materials according to the exacting requirements of PRTM consulting staff. Today, in full production, the solution manages almost 400,000 documents and over 600 SharePoint sites. It is available to 500 users across the globe and handles approximately 12,000 queries each month.

Generating the highest quality of results and locating key information from anywhere

For PRTM, the main benefits of having deployed the Coveo Enterprise Search solution have been the amount of time saved and the increased capacity to manage its knowledge capital. Operating in a fast-paced, global environment that is highly competitive, PRTM uses Coveo's Enterprise Solution to provide consultants with the latest and most relevant information available to them and train new hires on requisite skills and the models and frameworks specific to the firm's practice knowledge and project execution.



500 users



12,000 queries / month



More than 400,000 documents

Facilitating expertise finding and knowledge-sharing between PRTMers

Coveo's Enterprise Search also serves as a talent management tool, as consultants can cross-reference the information they obtain and find out who the experts are in specific areas, which enables collaboration and more efficient knowledge sharing. This enables consultants to tap not only relevant project materials but PRTMers already seasoned with experience in delivering on the requirements they seek. Outside of leveraging information, roll-ups can also be created for non-document references, such as marketing events, project records, training forums and peer reviews, so that consultants can stay on top of firm communications, not just project-related outputs.



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