

 **FAIRVIEW****Customer****Fairview Health Services**<http://www.fairview.org>**Industry**

Healthcare Delivery

Worldwide Employees

25,000

Fishbowl Products & ServicesGoogle Search Appliance
Connector for Oracle WebCenter
Content**Oracle Products**Oracle WebCenter Content
10gR3**Google Products**Google Search Appliance - GB
7007**FAIRVIEW UTILIZES GOOGLE SEARCH SOLUTIONS FOR ORACLE WEBCENTER**

Fairview Health Services is a large healthcare delivery network operating clinics and hospitals in Minnesota. Fairview planned to relaunch a large intranet including an ambitious content overhaul and improved search. Fairview decided to use two Google Search Appliances to index Oracle WebCenter content as well as ad hoc content stores and web application data. Fairview worked with Fishbowl Solutions, an Oracle WebCenter and Google Enterprise partner, to implement the Google Search Appliances and integrate them with Fishbowl's Google Search Appliance (GSA) connector. Fishbowl's GSA Connector for Oracle WebCenter made it easier to index WebCenter updates immediately and drastically shortened development time to show GSA results in Site Studio - WebCenter's web content management component. Fairview was also able to rapidly develop results views that feature WebCenter metadata filtering.

BUSINESS PROBLEMS

- Poor intranet search results; lost staff time wasted in fruitless searching
- Users redirected to search appliance for results
- Search index freshness dictated by crawl schedule
- Needed to replace aging search infrastructure

SOLUTION HIGHLIGHTS

- Fishbowl provided Google Search Appliances, the Search Appliance Connector for Oracle WebCenter, and expertise to implement the connector and Site Studio results pages
- This solution provides WebCenter content updates directly to the Google Search Appliance without the need for a content crawl. It allows an organization to surface metadata on the search page; to filter search results by metadata field; and scripts to embed search results in Site Studio templates.

RESULTS

- Shortened search and results development time for web team, which completely offset the purchase price of the connector
- Google Search Appliance requires less administration, saving IT staff time; Quick-replace Google support model with active development cycle
- Superior search results saves time across the organization
- Staff welcomed search results "with Google" as trusted search brand