



# Enterprise Search Software Category

SPRING 2023  
Customer Success Report





## Enterprise Search Software Category

Enterprises are rapidly growing their technology stacks and they require an easy method to keep this data unified and accessible across the whole business. The solution is to invest in a cloud-hosted enterprise search solution. This tool presents a single search bar where staff can search across numerous cloud systems and access several types of content and thousands of pages. The search bar builds an index of all of a corporation's databases and software applications, converting those storage silos into a single business-wide database.

Enterprise search software performs all this without needing heavy IT resources or big corporation-wide shifts to more unified systems. The search tool makes every platform, database, and app needed by a team easily accessible to all its members. It instantly sources answers to questions across numerous cloud platforms. Staff can access this data from anywhere using any internet-enabled device as the information is stored in the cloud and not on a device.

# Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

**The overall Customer Success ranking is a weighted average based on 3 parts:**

## CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform

## MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions

## COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

## Award Levels



### MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



### TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



### RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

# 2023 Customer Success Awards

Check out this list of the highest rated Enterprise Search Software based on the FeaturedCustomers Customer Success Report.



\* Companies listed in alphabetical order



 **featured**  
customers





## ABOUT ALGOLIA



Algolia is an API platform for dynamic experiences that helps businesses maximize the speed of search and discovery, while solving the pain of relevance tuning through AI. Accessing the right piece of content on websites and apps has never been faster or more intuitive. Algolia Search is a powerful, fully hosted API that delivers content to users in milliseconds. Developers can customize the relevance of their user experience and get insights on how users interact with it. Algolia Recommend is a robust API that allows you to build unique product recommendations...

206

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

## FEATURED TESTIMONIALS

“Algolia not only allows us to scale our search functionality with ease but it also provides us with bandwidth, which is extremely critical for a business at our stage of growth. We’ve been able to focus a large part of our energy on growing our business and that’s allowed us to be more focused on designing a product that is both intuitive and easy-to-use for our customers.”

JEREMY LAPLANCHE  
CTO, BALINEA

“What ultimately sold us on Algolia was the fact that it required almost no maintenance once set up and it brought us a great search functionality at an attractive price. Algolia is fundamental for any business to support the search functionality for thousands of people.”

JUAN CATALANO  
CTO, STREEMA

“Algolia’s federated search helps us facilitate seamless customer experiences by empowering our employees to easily and quickly find the relevant information and resources they need to do their job every day.”

BRIT ATILANO  
PROGRAM MANAGER, IT OPERATIONS, ZENDESK

“Algolia search speeds are incredibly fast and the results are highly relevant to our users, two elements that have really made the difference for us at Idealist.org.”

PATRICK METZGER  
ASSOCIATE DIRECTOR OF PRODUCT, IDEALIST

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staples

GYMSHARK

BIRCHBOX



stripe



## ABOUT COVEO



Coveo is on a mission to transform business by improving people's skills, knowledge, and proficiency with intelligent search. Coveo Search Apps unleashes the power of fragmented, disparate information from across the enterprise IT ecosystem, to surface what matters at every point-of-work. Recognized as the Most Visionary Leader in Enterprise Search by Gartner, Coveo enterprise search allows companies to create high performance contact centers, cultivate company-wide collaboration, and succeed at self-service. With the search industry's highest security standards, broadest connectivity and greatest relevance control and configurability,...

**245** TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

“Big portions of the site beyond the traditional ‘site search’ features are being driven by content from the Coveo index. We were able to leverage Coveo throughout the site to dynamically generate content based on user preferences. That was a really powerful concept for this project.”

MIKE DOLAN  
DIRECTOR OF BUSINESS DEVELOPMENT, BROOKINGS

“We viewed multiple vendors but Coveo beat out Google and other enterprise search vendors. We are the leaders in our industry and Coveo is the leader in the search industry. Coveo was the perfect fit for us.”

PATTABHI RAMAN  
ASSOCIATE DIRECTOR, GLOBAL SUPPORT  
INFRASTRUCTURE, INFORMATICA

“Coveo, another best-in-class solution, is the brains behind our central portal's search engine and furthermore has the capacity internally to provide the right information at the right time from a leader's perspective.”

JASMIN BOUDREAU  
BUSINESS LEADER AND GLOBAL AFTER-SALES SYSTEMS  
AND COMMUNITY MANAGER, BRP

“One of the advantages that we saw from Coveo was its scalability. We could implement it quickly, and give our members a turbo boost from the site search immediately.”

PAUL PUSTELNIK  
ASA WEB AND DIGITAL SERVICES MANAGER, AMERICAN  
SOCIETY OF ANESTHESIOLOGISTS

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## ABOUT ELASTIC



Elastic provides real-time insights and makes massive amounts of structured and unstructured data usable for developers and enterprises. By focusing on scalability, ease-of-use, and ease-of-integration, Elasticsearch, Logstash, and Kibana power many of the world's leading mobile, social, consumer and business applications.

499

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Following our smooth migration to Elastic Site Search, our new website gained additional search functionalities, looked really attractive and, as a consequence, our traffic has increased dramatically. We’re now confident that when we offer new content choices and features, visitors will find it as we continue to scale with Elastic Site Search.”

ANNA PAK  
GENERAL MANAGER OF DISCOVERY, ASIAN FOOD NETWORK

“Elasticsearch delivered the best combination of low cost, simple API, reliable results and future-proof scalability. Each of the alternatives offered less attractive packages in terms of cost, speed or barrier to entry.”

MATT SENIOR  
LEAD DEVELOPER, BROWSER LONDON

“Search is key to providing the best user experience. Elasticsearch enables us to provide our customers with the most relevant results immediately.”

ALEXANDER GROSS  
VP OF ENGINEERING, SOUNDLOUD

“Elasticsearch makes searching across multiple indices painless. That allows us to aggregate different products to our main search with a single click.”

RAFAEL CUNHA DE ALMEIDA  
SOFTWARE ENGINEER, GLOBO

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ABOUT INBENTA

# inbenta

Inbenta is a global leader in AI, whose patented NLP fuels highly accurate search solutions for customer support, e-commerce and chatbots. With a foundation of 11+ years of R&D, Inbenta's technology understands & delivers results based on the meaning behind customers' search queries, not the individual keywords. The result: industry-leading 90%+ self-service rates.

92

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“FranklinCovey Organizational Products recently partnered with Inbenta as we were looking for a new search tool that would enhance customer experience on our website. Inbenta has been one of the best and easiest partners that I have ever worked with. When we were going through a presentation of their software, they told us that the implementation was simple and only required two lines of code to get underway. I was skeptical, but they were true to their word. The implementation met our project deadlines and has exceeded my expectations. Even though we only recently deployed Inbenta - we already have proven positive results such as 20% conversion from search to cart and 35% click to cart efficiency. The most impressive aspect of the...”

JARED LEE  
VICE PRESIDENT, E-COMMERCE, FRANKLIN PLANNER

“Currently, the tool allows a complete analysis of users' questions to optimize future answers and thus anticipate frequently asked questions. We display the most relevant answers based on users' browsing behavior and recurring searches in the online help center. One of the main advantages this brings is agile management through a platform that standardizes responses to customers, regardless of the channel they use.”

ANA HERRERO  
ECOMMERCE OPERATIONS & CUSTOMER SERVICE  
MANAGER, FNAC

“Using Inbenta was the key to understanding and closing important knowledge gaps in our self-help content. In just a few months, we achieved an 89% self-service rate. The...”

MARK DEATON  
HEAD OF CUSTOMER SUCCESS, VYOND

“Developing new and creative ways to make information more searchable for our customers and our workers was key to...”

MEGAN MCCLUSKEY  
SENIOR PROGRAM MANAGER, CX MARKETING AND  
COMMUNICATION, ALLEGION

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ABOUT LUCIDWORKS

# Lucidworks

Lucidworks is shaping the future of digital experiences, AI, and machine learning by reimagining the power and value of cognitive search to create all-new, human-centered experiences. They help companies deliver breakthrough search experiences that transform business and user engagement through an empowered, ambitious team. Fusion, Lucidworks' advanced development platform, delivers enterprise-grade capabilities that power the design, development, and success of intelligent search apps at any scale. With technology built on Solr, the global search standard used by 90 percent of Fortune 500 companies, their team includes leading search and...

83

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

## FEATURED TESTIMONIALS

*“Since we've migrated to Solr, we've seen great improvement in search relevance. GSA Advantage now provides over 44 million products and services online from over 20 thousand vendors. Our users expect the accuracy of Google and the ease-of-use of Amazon. Solr has drastically reduced the time it takes for customers to find what their looking for. We've seen very positive results within just the first few months of our implementation. Lucidworks gave us great support and expertise needed to migrate our systems from IDOL to Solr in under 90 days, inside...”*

**KEITH MACHEN**  
ECOMMERCE DIVISION DIRECTOR, GSA

*“With Lucidworks and Solr, we are able to get the most out of our Hadoop investment. Both candidates and recruiters use our search applications to find the right match aligned to their specific needs. Lucidworks has transformed the way we use search across the organization to ensure every customer's success.”*

**CLIFFORD BARNES**  
VICE PRESIDENT GLOBAL PROGRAM DIRECTOR, AT&T MOBILITY

*“With Lucidworks and Solr, we are able to get the most out of our Hadoop investment. Both candidates and recruiters use our search applications to find the right match aligned to their specific needs. Lucidworks has transformed the way we use search across the organization to ensure every customer's...”*

**CLIFFORD BARNES**  
VP, GLOBAL PROGRAM DIRECTOR, THE ADECCO GROUP

*“I've been really happy with the technical support from the Lucidworks team. Everyone has been so helpful in getting what we need. It was very easy to work with Lucidworks to get relevant search implemented on our site.”*

**JULIE WOLPERS**  
EDITOR, ADVANTAGE

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## ABOUT SEARCHSPRING



Searchspring is on a mission to help ecommerce sites provide the ultimate shopper experience. We give online stores the user-friendly site search, product merchandising, ecommerce personalization, and insights & data they need to increase conversion, build customer loyalty, and get the right product in front of the right customer at the right time. Learn more at [searchspring.com](https://searchspring.com) or visit the websites of some of our happy clients such as Moen, Fabletics, Volcom, Wildfang, or Alternative Apparel. Request a demo...

97

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“When choosing Searchspring our priority was to get the customers to convert faster, at a better rate, and with a higher cart value. We needed the ability to accommodate their powerful, high-intent searches with merchandising campaigns that support our business goals. We didn’t just want another search partner, we wanted a partner that could implement the specific functionality we were looking for to meet our business requirement and Searchspring was, and still is, the best on the market.”

SOFIA GIUSSANI  
DIRECTOR OF DIGITAL MARKETING, BHFO

“After utilizing four different search solutions over the last few years, SearchSpring not only was able to boost performance and revenue but it was by far one of the easiest integrations I have taken part in during my career. It was a seamless integration with our website and analytics, allowing for a quick launch and more in-depth reporting on search.”

TONY D’AMATO  
MARKETING DIRECTOR, VINTAGE TUB & BATH

“In addition to being one of the easiest integrations we’ve ever done, we’ve seen improvements across many of our core metrics with Searchspring. Average time on page has improved on pages where Searchspring is driving content. Our conversion rate, average order value and the usage of our filters all increased.”

JAI KORA  
CHIEF TECHNOLOGY OFFICER, BROSA

“Our web team is charged with bringing that same standard to our website. Searchspring helps us deliver that experience online by allowing us to create specially merchandised pages and improve the onsite search experience.”

SCOTT SOMMERS  
PRESIDENT, HARTVILLE HARDWARE

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 **featured**  
customers





## ABOUT ADDSEARCH

# +Q AddSearch

AddSearch is a modern hosted search for any website. It's lightning-fast, works on all devices, gives you full control, and is easy to install. Your users will experience an instant search with a modern and beautiful interface. Their system has been built to scale to large amounts of users all across the globe.

22

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“We wanted a ready-made search product as we did not want to concentrate on optimizing site search by ourselves. We use a fairly standard setup with predictive search results and a search results page with content type filtering. About half a dozen of our sites are currently running AddSearch. What we like the most is the fact that it actually provides relevant results and enables the site owner to meaningfully influence what is displayed to the users. We have liked the search and its intelligence as well as...”

TIMO SALMINEN  
CLIENT DIRECTOR, KARHU HELSINKI

“AddSearch was able to help us in customizing the search results page to look the way we wanted to. We are also very pleased with the result search dataset that is produced by AddSearch. The AddSearch search results are very accurate, fast, and work well for our needs. Our electronics and computer items require an “EXACT” match, or else you will be looking at the wrong product. AddSearch was able to enhance its search algorithm to accommodate exact string matching, as well as prefix string matching, and provide us with accurate search results.”

GEMINI COMPUTERS

“We compared several similar services, but decided that AddSearch was the easiest one to implement. We wanted an easy to implement, ad-free solution, and needed it quickly. Search function is one of the most frequently used function on HAU's website, as people rely on it to find information on the website...”

TOM KLAGES  
DIGITAL MARKETING OFFICER, HARPER ADAMS UNIVERSITY

“With AddSearch API, we built search as we wanted. Clear documentation and great fast support made it really easy to connect and achieve good results.”

STEPHANIE BAXTER  
SENIOR WEB & APPLICATIONS DEVELOPER, ROBERT GORDON UNIVERSITY

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Harper Adams University





## ABOUT AMAZON CLOUDSEARCH



Amazon CloudSearch is a managed service in the AWS Cloud that makes it simple and cost-effective to set up, manage, and scale a search solution for your website or application. Amazon CloudSearch supports 34 languages and popular search features such as highlighting, autocomplete, and geospatial search. With Amazon CloudSearch, you can quickly add rich search capabilities to your website or application. You don't need to become a search expert or worry about hardware provisioning, setup, and maintenance. With a few clicks in the AWS Management Console, you can create a search domain and upload the data that you want to make...

**44**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“SnapDish helps over one million users find and share recipes and photos for their favorite foods. We have been using Amazon CloudSearch to deliver SnapDish's food, recipe, and user search. CloudSearch is very useful for building highly-available search applications. With the new CloudSearch language support we were able to move Japanese language analysis functions to CloudSearch. That is cost effective for us, and we can focus on making our service even better. We will continue to fine-tune...”

FUMIKAZU KIYOTA  
CHIEF TECHNOLOGY OFFICER, VUZZ INC.

“Amazon CloudSearch is a game-changing product that has allowed us to deliver powerful new search capabilities. Our customers can now find what they are looking for faster and more easily than ever before. Amazon CloudSearch fits with our strategy of being 100% based in the cloud, and has allowed us to focus our technical resources on building a great customer experience. We saved many months of re-architecture and development time by going with Amazon CloudSearch.”

DON MACASKILL  
CHIEF EXECUTIVE OFFICER & CHIEF GEEK, SMUGMUG

“Based on our testing, CloudSearch now consumes roughly 50% fewer resources – resulting in costs being cut in half for the same search workloads. We are excited to see support for a wide variety of languages, plus great features such as autocomplete, hit highlighting, and geospatial search. With these new features, and improved efficiency, CloudSearch should be the default...”

PAUL NELSON  
CHIEF ARCHITECT, SEARCH TECHNOLOGIES

“We use Amazon CloudSearch to let our members search our archive of news articles, dating back to 1785. We love the fact that CloudSearch automatically scales for traffic and data. Having a low cost, high throughput, low-latency search without maintenance and operational overhead lets us focus more time on delighting our members.”

DANNY TEDORA  
TRANSFORMATION PROGRAM MANAGER, NEWS UK

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## ABOUT CELEBROS



Celebros is the global leader in e-commerce site search, merchandising and conversion technologies for online retailers. Celebros revolutionized e-commerce by creating intelligent, concept-based site search for online stores. Since that time, Celebros has emerged as the industry leader in conversion technologies, developing a cutting edge search solution that employs the most advanced Natural Language Processing (NLP) technology available. Celebros is the only provider of conversion technologies that is available in seven languages.

18

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“The installation and set-up was straightforward, the developers have always been willing to assist with questions, improvements and modifications based on our requirements, and our search revenue has increased by over 140% and our Site Search conversion rates rocketed by 80% in just under three months and we haven't even started customizing the search results or using the merchandising features yet. This is a true Site Search alternative and should be used by any merchant who takes business seriously and lives by providing their customers with the best shopping/user experience possible! Thanks for a great...”

NATHAN HUPPATZ  
CO-FOUNDER, COSTUMES

“We are extremely pleased with the conversion technologies by Celebros and the improved quality and performance from our site search. The Celebros team worked professionally for implementation of the entire conversion solution. Celebros' ongoing support and their understanding of our business goals and principles are invaluable. Seeing the great results we got after implementing the Celebros technology, we decided to use the Celebros Conversion suite for our shops, Hirmer-Grosse-Groessen.de, and Eckerle.de as well.”

MICHAEL HOBELSBERGER  
E-COMMERCE MANAGER, HIRMER

“In the short time Qwiser™ Salesperson has been our on-site search engine, we've seen all the relevant sales parameters improve very significantly. Our customers' searches lead to complete and accurate results and we see the effects in the number and type of purchases they're making. Qwiser™...”

SHMUEL GNIWISCH  
CHIEF EXECUTIVE OFFICER, ICE.COM

“Celebros has been by far the best Site Search system we've used. They really understand their customers' needs and demands. In this day and age you can't afford to settle for second best. Thank you.”

ALEX DEUTSCH  
OPERATIONS MANAGER, GLASS TILE OASIS

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ICE TRENDS  
OBTAINABLE LUXURY

costumes  
.com.au

BEAUTY BRIDGE

AVON

GODFREYS  
THE VACUUMING & CLEANING SPECIALISTS



## ABOUT HAWKSEARCH



Hawksearch is an intelligent search and recommendations platform that powers success for any size business across all industries. Our goal is to ensure brands have innovative tools to deliver accurate, relevant and customizable search experiences enabling users to find the relevant results for their needs in context, no matter the device, platform, or language. Having completed over 400+ implementations, Hawksearch is utilized for delivering engaging and personalized search experiences through our innovative features, which enable marketers, merchandisers and developers to accomplish their...

**49**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“With thousands of products of such an enormous variety online, we needed a search partner that would organize our website in an uncomplicated and shopper-friendly fashion. Hawksearch has been a great solution for us, as now our customers can easily search for everything they need and also stay updated on current inventory levels. Hawksearch is also a great help in our...”

REBECCA GUMMERSON  
SENIOR DIRECTOR OF ECOMMERCE, BERLIN  
PACKAGING L.L.C.

“Since implementing Hawksearch, our page load speed has increased dramatically, allowing us to expand and grow our online databases. Plus, the setup process to create a new database is so simple that our team can do 99.9% of the work on our own now, making the process much more efficient. The success of our guide depends heavily on search. Thanks to...”

TERESA COVELLI  
WEB DEVELOPMENT MANAGER, DIGITAL COMMERCE  
360

“The tools within Hawksearch are amazing. Our previous search product was limited and difficult to utilize. Most changes we needed to make had to be submitted to our I/T team for completion. The Hawksearch dashboard is marketing centric and easy to use. By employing visibility rules, boost & bury, synonyms, redirects and other search functions, we can make any needed...”

DAVID GRAVELY  
VP ECOMMERCE & STRATEGIC SALES, STATE ELECTRIC  
SUPPLY CO.

“Hawksearch allows us to customize our on-site search experience. Now search relevance is only ever a few clicks away!”

SAM DICKINSON  
DATA STRATEGY AND ANALYTICS MANAGER,  
SWEETWATER SOUND

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## ABOUT NEWGEN SOFTWARE



Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

**175**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

*“We look forward to continuing to expand our partnership with Newgen to develop enterprise class process optimization and automation solutions for our customers. We are confident that together, through our transformative platforms and implementation expertise, we can enable organizations to achieve their digital goals.”*

STEVE KINGSTON  
HEAD OF PRODUCT AND SOLUTIONS, LTI CANADA

*“Wellcare has successfully transformed multiple business processes using Newgen Software's products. Their solutions have helped us achieve operational objectives by reducing provider onboarding time by 50%, reducing cost by 70% and turn-around-time by 50%.”*

RENEE SANTANA  
DIRECTOR OF CONFIGURATION, WELLCARE

*“Newgen has supported us in delivering on our customer promise, helped us to innovate and foster thought leadership. And most importantly it has supported us in our growth.”*

SEPTIMUS BLAKE  
CHIEF EXECUTIVE OFFICER, NATIONAL COMMERCIAL BANK JAMAICA LIMITED

*“Newgen ticked all the boxes and then some. It immediately became clear that they were a like-minded business that would do what they said and be a great partner on our digital journey.”*

NEWLAW SOLICITORS

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## ABOUT SEARCHSTAX



SearchStax is the easiest and fastest way for marketers and developers to deliver the most powerful, relevant and robust search experiences. We offer end-to-end SaaS search solutions - with fully-managed Solr Service on the backend and powerful website search on the frontend. SearchStax Cloud is a fully-managed SaaS solution that automates, manages and scales Solr infrastructure in public or private clouds. SearchStax Studio delivers advanced, modern and personalized search for websites and custom applications...

**71**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“SearchStax is an amazing platform that makes configuring Solr very easy and flexible – standalone Solr is very tricky technology to configure. But with the help of SearchStax, building high-availability Solr takes only a few minutes’ work. It is amazing how SearchStax simplifies Solr implementations.”

HEAD OF TECHNOLOGY  
ISANGO!

“SearchStax delivered an enhanced search including autocomplete and product suggestions, more relevant search results, and built-in search analytics that gave insights into our customer’s search behavior that are used to improve the conversion process.”

JERAS IKEHORN  
CHIEF EXECUTIVE OFFICER, LUVBUTTON

“SearchStax enabled us to offload operations of running a complex search analytics & recommendation infrastructure. The fully integrated cloud based search analytics platform delivers unique insight into what apps are trending and how users really want to use their devices.”

DWIPAL DESAI  
SR. DIRECTOR, SAMSUNG

“SearchStax enabled us to successfully handle the marketing campaign that we had in the works with 100% uptime & with better end-user search performance. We were also able to leverage their Solr expertise to move at an unprecedented pace.”

REZA ARBABIAN  
CHIEF EXECUTIVE OFFICER, SHEYPOOR.COM

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## ABOUT SWIFTYPE



Swifttype's industry leading search platform delivers accurate, relevant and customizable search results for businesses. Swifttype's suite of products, Site Search and Enterprise Search, have revolutionized the way people find information across their organization and on public facing websites. Its strong customer portfolio includes AT&T, Shopify, SurveyMonkey, Dr. Pepper, publishers Engadget and TechCrunch, and brands like Qualcomm, Asana, Marketo and Hubspot.

**43**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

*“Swifttype's synonym insights are great. I can look at queries, see what people are searching for and what words they're using, then add those keywords to our site. That's been pretty huge.”*

NADALEEN TEMPELMAN-KLUIT  
HEAD OF USER EXPERIENCE, NYU LIBRARIES

*“Swifttype keeps pace with our prolific editorial schedule, ensuring our search results always include the latest articles—something we simply could not find elsewhere.”*

NICOLAS VINCENT  
LEAD DEVELOPER, TECHCRUNCH

*“Swifttype improved our search results immediately upon implementation, but also gave us the tools to precisely control our relevance algorithm and steadily improve search over time.”*

PHIL SEATONTECHNICAL  
TECHNICAL PRODUCT MANAGER, INSTRUCTABLES

*“When we launched Swifttype search, our staff was finally able to control results, relevance, and more all through an app. It was great. We couldn't find that anywhere else.”*

JOSE DEL CORRAL  
PRODUCT LEAD, ENGADGET

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 **featured**  
customers





## ABOUT CONSTRUCTOR.IO



Constructor.io is a SaaS company providing search services that learn from your users to improve user experience and boost conversion rates. Founded by engineers with years of experience in high-growth, high-traffic sites, Constructor strives to deliver the best search experiences available anywhere.

36

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Algolia's text-based search is inherently flawed because it misses the user's search intent. We'd just been willing to accept that flaw and compensate by deprioritizing search. With Constructor, we're discovering new opportunities to drive people to the search page. Instead of a buried feature, search is now something that we actually want people to see-and we're finding new ways to get them there.”

ELI ALLEN  
FOUNDER AND CTO, CURTSY

“Greentoe lives and dies by maximizing our conversion rate. Constructor.io was the only search technology provider with the depth to build an autocomplete experience while optimizing results for key conversion metrics.”

ANDREW KURLAND  
CTO, GREENTOE.COM

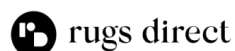
“Eligible.com is solving hard problems to drive down costs in the healthcare industry. When we needed a search solution, Constructor.io grasped our challenges and worked with us to implement a world-class search.”

MUNESS CASTLE  
VP OF ENGINEERING, ELIGIBLE

“We get a lot of feedback about how easy our site is to use, and the credit in large part goes to how Constructor.io improved our search experience.”

EDDIE BEKOV  
CEO & FOUNDER, FUTONLAND

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## ABOUT EASYASK



EasyAsk is the leading provider of eCommerce site search, navigation and merchandising solutions for e-retail, mobile commerce and B2B commerce. EasyAsk products go far beyond keyword-based site search, utilizing the most advanced Natural Language Processing (NLP) technology available and delivering unprecedented accuracy and precision to return the right products on the first page every time. Whether customers use a PC, tablet or mobile phone, EasyAsk's search experience increases conversion rates and higher order values. Customers that use the EasyAsk software see a tremendous boost in online revenue through increased...

**14**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“EasyAsk is so much more than a software vendor, they are a partner with whom we work closely to make our business offering more valuable to our customers. This has paid off with a 73% increase in conversions, increased customer service scores and ultimately a significant increase to our sales revenue throughout all channels.”

MATT KIBLER  
ECOMMERCE AND WEB DEVELOPMENT COORDINATOR,  
GARDNER-WHITE

“EasyAsk is a well-featured highly scalable search engine that allows us to integrate a high-performance search capability into our system seamlessly. For the past 6 years, EasyAsk has shown complete reliability with minimal maintenance needed.”

RICHARD TSENG  
SENIOR DIRECTOR OF ECOMMERCE, PERSONALIZATION  
MALL

“A strong site search is critical to success in eCommerce. The tools and functionality that EasyAsk provides gives us confidence that our customers will find the gifts they're looking for quickly and easily.”

JEFF CHUN  
VICE PRESIDENT OF MARKETING, PERSONALIZATION  
MALL

“Our sales per search session increased by 23% when we added EasyAsk to our WebSphere platform.”

CAL BOUCHARD  
SENIOR DIRECTOR OF ECOMMERCE, THE NORTH FACE

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## ABOUT FAST SIMON

# FAST SIMON

Formerly InstantSearch+

Fast Simon is bringing an Amazon-like site search to millions of merchants and publishers. Fast Simon's powerful technology makes it simple for everyone to add a great search to their site: No coding. No integration. No maintenance. Their highly scalable platform and self-service simplicity allow them to offer all this. Fast Simon has everything you need to engage users across phones, tablets and desktops.

**108**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Instant Search + is by the far the best search app for Shopify. It was easy to install and configure and support when needed was extremely quick and helpful. Customers can now find the product they are looking for on our website far quicker and easier than ever before resulting in a higher conversion rate for our site and an increase in the average order size too, all thanks to Instant Search +.”

MATT STEPHENSON  
DIRECTOR & CO-OWNER, NATIONWIDE TRAILER PARTS

“We were searching for ages for the best search solution for our clients. A perfect search function is essential these days, because people are used to find what they need with one click. We have tried lot but Instantsearch+ ist the best. Finally our clients can find what they need within seconds. The support of Instantsearch+ is amazing and very quick as well. Highly recommended for all who want their products to be found fast, easy and reliable.”

BENJAMIN ITTER  
CHIEF EXECUTIVE OFFICER, LEBENSKLEIDUNG

“As a wine shop with very specific product names and attributes we were looking for a powerful search. After a lot of comparison among different apps, InstantSearch+ won by quite a margin. Topped by a responsive and fast support, this search engine leaves nothing to be wished for after now 3 months of continuous usage.”

DOMINIK FRANZN  
BERTS WEINWELTEN

“Easy to integrate, fully customizable, and extremely powerful. InstantSearch+ works at an incredible speed, and with precision accuracy. A must have for any Magento store.”

ROB HERRON  
MUSCLEFINESSE

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COME TO THE RIGHT PLACE®



## ABOUT SEARCHUNIFY



SearchUnify is a cognitive enterprise search solution from Grazitti Interactive that integrates knowledge sources to build a mammoth corpus of complete enterprise information. By tapping into its AI-driven algorithm, SearchUnify deciphers the search intent and pits it against structured and unstructured data sets to help organizations deliver relevant answers, work seamlessly, and make more informed decisions at the point of impact.

34

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“By using SearchUnify to harness the power of AI, Bluebeam was able to use technology to dramatically improve our customers’ support experience, measurably increasing our ability to quickly connect customers with the resources they need. Bluebeam’s commitment to constantly improve our entire business isn’t a program or an initiative, it’s a way of doing business, and we’re proud to be recognized for our work with SearchUnify in pursuit...”

JIM ATKINSON  
PRESIDENT AND CHIEF CUSTOMER OFFICER, BLUEBEAM INC.

“As the Zuora Community Strategist, the level of metrics detail that SearchUnify provides for me in the administrator dashboard is impressive and useful. Not only does it give me a glimpse into the behavior of our community’s visitors so that we can create a better, more optimized experience for them, but it also highlights the content gaps so that my team can quickly add needed content in the Community. At the end of the day, we want all Zuora Community users to be able to get the answer they need, as...”

LANA LEE  
SENIOR COMMUNITY MANAGER & STRATEGIST, ZUORA

“At Kronos, the customer experience is our top priority and we look to work with technology partners with the same focus. SearchUnify provided responsive project management, high technical acumen and timely communication throughout our deployment, resulting in an excellent customer experience. Our customers, partners and employees are finding relevant content more easily, and we’re seeing additional case deflection north of...”

LEO DALEY  
DIRECTOR-COMMUNITY, KRONOS

“SearchUnify helps customers elevate their support team’s search experience within Microsoft Dynamics 365 to enable them to resolve cases faster and scale their support ecosystem.”

ALOK RAMSISARIA  
CHIEF EXECUTIVE OFFICER, GRAZITTI INTERACTIVE

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