

2019 SUMMER

CUSTOMER SUCCESS REPORT



ENTERPRISE SEARCH SOFTWARE CATEGORY

ENTERPRISE SEARCH SOFTWARE OVERVIEW

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 is affected by:

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

Market Presence Score is affected by:

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

Company Score is affected by:

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

Customer Success Report 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.



2019 Customer Success Awards

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





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ABOUT ALGOLIA

Algolia is the leading Search & Discovery API for websites and mobile apps. They help the most innovative companies across e-commerce, media and SaaS industries create powerful, relevant and scalable discovery experiences for their users. Unlike other solutions, their hosted platform reduces the complexities of building and scaling a fast, relevant digital experience and helps teams accelerate development time. More than 5,000 companies like Under Armour, Twitch, Periscope, Medium and Stripe rely on Algolia to manage 40 billion search queries a month.

81

Customer references from
happy Algolia users

[VIEW ALL REFERENCES](#)



"Once we implemented Algolia and saw how much it was outperforming our previous solution just in terms of providing relevant search results, it was a no brainer for us to migrate to Algolia."

Tim Specht
Co-Founder and CTO, Dubsmash



"Every day, Stripe users around the world get fast and relevant answers to their questions when they search our developer documentation."

Romain Huet
Developer Relations Lead, Stripe



"Algolia is a critical part of the navigation experience on Lacoste platforms globally. Not only does it provide the stellar user experience Lacoste is known for, but it more than doubled our global sales."

Julien Nouet
Global User Experience Manager, Lacoste



"I want to point out that Algolia's customer support was one of the best ones I have ever dealt with. One time we issued a feature request for the analytics panel, and they listened and delivered the feature in literally less than a day. That's impressive!"

Javier Silveira
Lead Developer Responsible for Implementing, Streema



Amazon CloudSearch



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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 searchable, and Amazon CloudSearch will automatically provision the required resources and deploy a highly tuned search index.

24

Customer references from happy
Amazon CloudSearch users

[VIEW ALL REFERENCES](#)

"CloudSearch currently powers search on PBS mobile video portal. For PBS, the key differentiators were cost and speed to market. We were able to go from concept to prototype to a final product within just a few short weeks. And this was done at a fraction of the cost of our other search solution. Based on this success, we intend to roll this new search..."

Jon Brendsel

Vice President of Products, PBS

"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..."

Paul Nelson

Chief Architect, Search Technologies

"Before the full use of Amazon Web Services, the page load time for our customer was an average of 5 to 8 seconds. Now, we are delivering the same page in 1 second. With Amazon CloudSearch, our search went from an average of 4.5 seconds to 0.5 seconds."

Ricardo Monteiro

Director of Technology, SitePX

"We view Amazon CloudSearch as key to our strategy for our flagship product, SMART/InSight. Pay as you go pricing for a managed search service removes the operational burden of maintaining and managing complex search systems, and lets us focus on what's most important to us: our customers. Search capability on AWS enables integration of data..."

Mack K. Machida

CEO, SMART INSIGHT CORPORATION



ATTIVIO®

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ABOUT ATTIVIO

Attivio makes information accessible, meaningful and actionable in ways that used to be impossible. Attivio's Active Intelligence Engine(R) seamlessly connects all your information and delivers it in a single view, revealing the hidden relationships, insights, and intelligence that allow you to take action with confidence. Attivio will change what you think is possible to achieve with a software company. Attivio patented technology delivers value in days or weeks, not months or years. Attivio team obsesses over your success, and their pricing is straightforward and fair.

41

Customer references from
happy Attivio users

[VIEW ALL REFERENCES](#)

"Attivio's Active Intelligence Engine offers a schema-less index, patented JOIN technology, and advanced text analytics that our project has relied on time and again."

Chris Poulin

Founder & Principal Partner, Patterns and Predictions, The Durkheim Project

"The flexibility of Attivio's platform and their team's deep subject matter expertise helped us shorten our time-to-market by several orders of magnitude — an achievement we simply did not think was possible given the enormity of the technical challenge."

Brigham Hyde

Managing Director, Relay Technology Management

"UBS Neo is something special. Now, it's easier than ever before for our clients to access our insight and execution capabilities, across all our businesses, in the moment, and in one place."

Hishaam Caramanli

Managing Director, Global Head of Securities eCommerce, UBS Neo

"Attivio helped us quickly take our website search and information access experience to a customized and intuitive unified information access platform that integrates multiple data points. Attivio continues to work with us on new way to leverage the platform to launch innovation application."

Ellen Currid

Director, Digital Media, United States Golf Association



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BEAUTY BRIDGE



ABOUT CELEBROS

Celebros is the global leader in e-commerce site-search, merchandizing 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.

11

Customer references from happy Celebros users

[VIEW ALL REFERENCES](#)

"Thanks to Celebros, our customers can finally FIND exactly what they are looking for, after all what good is traffic without conversions."

Alex Cranmer
Vice President, International Military Antiques

"hybris is pleased to feature Celebros as a Gold Certified partner in our hybris Extend marketplace of leading ISV extensions. This integration will accelerate implementing Celebros' semantic site search for customers on the hybris Commerce Suite."

Andre Dogan
Director, Global ISV Alliances, Hybris

"I signed up with Celebros two years ago after using another Site Search provider for five years. The Celebros platforms capabilities, their responsiveness of their support and quality of customer service is the proof that I made the right decision."

Gokhan Erkavun
Managing Director, Beauty Bridge

"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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✓ ELIGIBLE



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.

9

Customer references from happy Constructor.io users

[VIEW ALL REFERENCES](#)

"Constructor.io helps deliver on our promise of a seamless user experience for our customers from beginning to end."

Matt McNamara
CTO, Expensify

"Constructor.io's solution has proved critical in helping us identify everything from spelling corrections to foreign language recognition enabling us to be more effective and efficient in our operations and positively contributing to our bottom line."

John Turek
SVP of Engineering, Jet.com

"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

"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



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ABOUT COVEO

Coveo is on a mission to transform business by improving people's skills, knowledge, and proficiency with intelligent search. Coveo Search Apps unleash 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, Coveo removes complexity to make search work, quickly and effectively, with the only end-to-end intelligent search platform in the cloud.

91

Customer references from
happy Coveo users

[VIEW ALL REFERENCES](#)

"Customer service is what differentiates one company from the next, and Coveo is doing an outstanding job providing the right service to its customers."

Stephen Smith
Chief Financial Officer, TSIA, TSIA

"Most of the time, no news is good news when it comes to your customer base. Fortunately, we hear from our internal support team that it's now much easier and faster for customers to find the solutions they need than it was pre-Coveo."

Brian Daniell
Deltek

"Avanade has had great success delivering digital customer experiences centered around Coveo search."

Florin Rotar
SVP Digital Platforms, Services & Offerings, Avanade

"Amazing is too weak of a word for what Coveo was able to accomplish; as our employees were providing feedback, Coveo was configuring the solution in real-time, on the fly. It went beyond amazing."

Kevin Chasey
Senior Vice President, Tokyo Electron Limited



elastic

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accenture

ACTIVISION®

Adobe

BARCLAYS

BBC

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.

380

Customer references from
happy Elastic users

[VIEW ALL REFERENCES](#)

"Elasticsearch gives us more flexibility over the queries that we need to perform, letting us specify where we can boost fields, sort and score documents."

Ken Cochrane
Engineering Manager, Docker

"Some of our slowest queries with complex filters could take up to 30 seconds. With Elasticsearch, we are at 100 milliseconds and even faster for our more complex searches."

Prashant Majmudar
CTO, Growth Intelligence

"Before Elasticsearch, we used Solr, we had a lot of trouble scaling Solr, configuring it and making it work. We would outgrow one Solr instance very quickly. It was hard for us to manage that growth with Solr."

Jurriaan Persyn
CTO, Engagor

"We were quite happy with Elastic Cloud, but ECE gave us all of those same features in a way that also allowed us to have full management control over the entire server and underlying software. That was what made us pick ECE."

Edwin Law
Data Engineering and Database Operations Lead, Grab



funnelback

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Bolton
Council

Creighton
UNIVERSITY

Federation
TRAINING

 Skyline
COLLEGE

ual: university
of the arts
london

ABOUT FUNNELBACK

Funnelback isn't a search engine. It's a problem-solver. At Funnelback, search isn't the endgame - it's the technology that underpins great solutions. That's why they've developed preconfigured solutions and tools for just about every industry or business challenge - from course finders for Higher Education to predictive segmentation and dynamic curation tools for marketing teams.

29

Customer references from
happy Funnelback users

[VIEW ALL REFERENCES](#)

"Funnelback provided support and customization and didn't rest until we were satisfied."

Kari Watts
Director of Web Strategy, Creighton University

"We're now gathering more than twice the amount of content we'd gathered previously, but we're using Funnelback to tailor the search experience for our most valuable users' information discovery tasks, with minimal changes to our existing content publishing platforms."

Dan Jackson
UCL

"Funnelback allows us to see clearly what we need to do next and we're working with Funnelback to fine tune our search and get the customers the results they're looking for first time round."

Dan Foster
Legal and General

"Funnelback's support throughout the project helped us to deliver a great product within very tight timeframes. Their recommendations enabled us to get the best out of the product, providing us with better insight into customer engagement and ultimately leading to a better search experience for our customers."

Hammersmith & Fulham Council



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ABOUT HAWK SEARCH

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 goals.

15

Customer references from
happy Hawk Search users

[VIEW ALL REFERENCES](#)

"It was one of the smoothest implementations I've ever experienced and we're thrilled with the results."

Neil Roble
Director of Marketing, A.M. Leonard

"Hawk Search brought us into the multi-channel retail world almost effortlessly."

Drew Triplett
Internet Manager, Ben's Cycle

"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

"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..."

David Gravely
VP eCommerce & Strategic Sales, State Electric Supply Co.



inbenta

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change.org



GROUPON

dr chrono

ABOUT 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.

41

Customer references from
happy Inbenta users

[VIEW ALL REFERENCES](#)



"90% of incoming users now find answers in our support page."

Fernando Gouveia
Director, Business Development, Xapo



"After one month we saw YOY visit growth to our community of over 500%."

Stacey Potts
Help Suite & Community Forum Manager, Mindbody



"I love the integration between Zendesk and Inbenta."

Megan McCluskey
Customer Experience Manager, Ingersoll Rand



"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 implementation was a breeze (just a single line of javascript), the Inbenta team is terrific, and our customers are finding what they need at a rate 40% higher than before. Success!"

Mark Deaton
Head of Customer Success, GoAnimate



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ABOUT INSTANTSEARCH⁺

InstantSearch⁺ is bringing an Amazon-like site search to millions of merchants and publishers. InstantSearch⁺ 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. InstantSearch⁺ has everything you need to engage users across phones, tablets and desktops.

60

Customer references from
happy InstantSearch⁺ users

[VIEW ALL REFERENCES](#)

"IS+ gave us a solution to many challenges. The AutoComplete, along with actual accurate results, have increased our conversion rates. Support is also great!"

Brian McCaul
Group Vertical

"Site Search+ has made searching our site a breeze. Our customers can zero in on the exact product they are looking for quickly which has increased our transaction count."

Doug Reichel
Farleysmarket

"This is the best search extension available. Well worth the money. Even better than the extension is the support. I felt like they were members of our team. Wish they made other extensions."

Abe Pattee
Duluthpack

"Amazing solution that is very easy to install and customize. The level of support is by far the best in the industry! Can't say enough good things about the product and people behind it."

Albert Chidiac
Clogoutlet.com



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ALDO



BIKINI.COM



Clarks

ABOUT NEXTOPIA

Nextopia was named a 2016 Leading Vendor for eCommerce Site Search and Navigation solutions by Internet Retailer. Nextopia SaaS-based technology helps online retailers acquire new customers, increase average order value, and boost mobile sales by turning browsers into buyers. Nextopia is easy to integrate, cost-effective, and flexible while providing the exceptional, robust products and services you need.

122

Customer references from
happy Nextopia users

[VIEW ALL REFERENCES](#)

“For minimal effort, time and resource you can make a genuinely massive impact on sales performance and achieve incredible ROI.”

Jack Stevens
Search & Content Strategy Manager, OKA

“Nextopia has proven to be an asset to the function of our website and we feel that doing business with Nextopia is like having an additional department within our corporation. They truly want us to succeed and frequently provide tips and tools!”

Randi Caporale
Vice President , Candy Crate

“It has made search both relevant and profitable for us. Nextopia was, clean and fast, [had] responsive technical support, and [was] cost-competitive.”

Paul Krawitz
President & CEO, VisiVite.Com

“I would recommend Nextopia for users on platforms who do not already have advanced search functionality. Nextopia’s user-centric approach mitigates customer dissatisfaction and increases the likelihood of customer engagement and conversion.”

Alex Lyons
Strategic Technology Team Leader, The Duck Store



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360CASHMERE

BEDDING
STYLE
.com

BORSHEIMS
THE ENGAGEMENT DESTINATION FOR OVER 100 YEARS

the paper store

VINTAGE
TUB & BATH

ABOUT SEARCHSPRING

SearchSpring is an enterprise-level site search and merchandising platform that helps online retailers maximize search relevancy, increase conversions and order values, automate time-intensive merchandising tasks and prioritize the highest value sales opportunities. SearchSpring offers customized solution packages for several eCommerce sectors including apparel and fashion, automotive and industrial, beauty and cosmetics and home décor.

34

Customer references from
happy SearchSpring users

[VIEW ALL REFERENCES](#)

"We saw our conversions rise almost 16%. The Product Finder addition was really helping us get the right products in front of our customers, quickly."

Mike Giordano
Marketing Director, BTO Sports

"We're amazed to see how much revenue can be driven by search. Even though about 90% of our shoppers prefer to browse our categories, almost half our revenue now comes from search. We're extremely happy with these results, and with how easy it has been to work with SearchSpring."

Romane Vernet
Senior Designer/Developer, MetroKitchen

"Our time to value with SearchSpring far exceeded our expectations. We saw conversion improvements within 60 days of implementing, their focus on improving our platform's feed generation speed and also optimizations on merchandising netted us savings of 10-15 hours per week. We see SearchSpring as a true partner who can scale with us..."

Tyler Browne
IT Manager, Sustainable Supply

"Without SearchSpring and ROI as our preferred partners, we found ourselves getting bogged down in analyzing minute details instead of reacting to them. We realized that in order to obtain the measurable and trackable results we wanted, it was imperative that we bring on seasoned paid search and CRO partners."

Jennifer Rivera
Digital Marketing Director, Tafford Uniforms



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idaptive



rubrik

Vlocity[™]

zuora

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.

11

Customer references from
happy SearchUnify users

[VIEW ALL REFERENCES](#)



"I particularly love the fact that we are able to securely share relevant information from all our portals with the ultimate goal of achieving greater self-service and case-deflection."

James Goerke
Manager, Global Support, Vlocity



"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...

Lana Lee
Senior Community Manager & Strategist, Zuora



"Questions come up especially if you are a global organization. Some are often repeated, but the medium of origin might be different. The issue here was how to quickly identify and segregate issues that have been reported before."

Giri Iyer
SVP - Customer Support & Success, Rubrik



"We went ahead with SearchUnify simply because it can be deployed almost instantly and comes loaded with handy features. It provides several inbuilt click-and-deploy connectors for a variety of enterprise content platforms. Its form over function approach is practical and potent. This makes it more cost-effective over other comparable solutions."

Director, Customer Empowerment
Leading SaaS Based Company



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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

Customer references from
happy Swifttype users

[VIEW ALL REFERENCES](#)

"We've found Swifttype to be a goldmine of analytics data—seeing what people are searching for, finding, and not finding. We share these reports with the product team to illuminate user confusion and pain points, and we use the data to add support content and make product changes."

Terrence Lau
User Operations, Asana

"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, Aol Tech, Engadget

"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

"We manage the content, Swifttype manages the search engine. We don't even have to worry about the stack, the infrastructure, or anything—that's all taken care of. It's one less thing to worry about for me."

Dan King
Documentation Lead, Shopify



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ABOUT YIPPY

Yippy, Inc. is a public technology company that specializes in the development of search-based applications, data normalization and aggregation through enterprise application service environments (EASE). Yippy's proprietary appliance and cloud based product suites are deployed over private and/or public architecture providing all consumers secure, redundant and maintained data access services.

9

Customer references from
happy Yippy users

[VIEW ALL REFERENCES](#)

"The Yippy Search Appliance was chosen for its superior security, search and data unification capabilities. Yippy was the only vendor to pass our security requirements and we were up and transitioned away from Google within a matter of days. Yippy's team exceeded our expectations and we highly recommend their services to other credit unions and..."

Jane Fontaine

Vice President of Human Resources and Training, Digital Federal Credit Union

"Yippy has amassed a dynamite product suite to support use cases in government services and the financial sector which are clearly transformative and best of breed. Yippy's ability to unify all Microsoft products as well as other major business applications into a single view with document and field level security creates measurable productivity gains."

Steven I. Cooper
CIO, FAA

"It is truly remarkable that a company of Yippy's size has amassed such an impressive suite of telecom and software assets which I believe to be industry-leading with true worldwide application."

Terry Clontz
Chairman, StarHub

"Yippy makes the difference between searchers who find what they are looking for and those who have to slog lists of results with no help. An extremely strong system for handling a wide range of challenging information aggregation and access problems, such as unified information access or Big Data."

IDC