2020 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.
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
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
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
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.
2020 Customer Success Awards

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

**Market Leaders**
- algolia
- coveo
- elastic
- Lucidworks

**Top Performers**
- +Q AddSearch
- Amazon CloudSearch
- ATTIV/O
- funnelback
- hawksearch
- inbenta
- swiftype

**Rising Stars**
- CELEBROS
- Constructor.io
- EasyAsk
- InstantSearch
- SearchStax
- SearchUnify
- yippy
OVERALL BEST
OF ENTERPRISE SEARCH SOFTWARE

BEST IN CATEGORY

algolia
ABOUT ALGOLIA

Algolia search and discovery helps people find what they want and need easily—across web, mobile, and voice. Our search-as-a-service platform allows businesses to deliver fast and relevant search experiences that drive results. Algolia’s platform enables companies to build amazing experiences in just days that increase online engagement, conversion rates and revenue.

More than 9,000 companies including Under Armour, Birchbox, The RealReal, Stripe, and Slack rely on Algolia to power over 1 trillion searches per year. The team is headquartered in San Francisco with offices in Paris, London, New York, and Atlanta. To learn more, visit www.algolia.com.

"Algolia allows us to provide our users with lightning-fast, typo-tolerant search no matter where our users are.”
— Martin Balas
CTO, Birchbox

"Delivering a fast, relevant experience to our online customers is a top priority. With Algolia, Under Armour has been able to move from a manual, time-intensive search tool to a fast, intuitive and insight-driven search experience to deliver what our customers are searching for.”
— Nick Maupin
Product Manager, Under Armour

"Implementing an intelligent search with Algolia was super fast and easy with their great tools. We could add voice search to our app in 5 minutes.”
— Dennis Kugelmann
Developer, Simpleclub

"Algolia’s built-in A/B Testing provides our business users with the agility to iterate on search relevance, and continuously improve our users’ experience. It is the perfect tool to leverage Algolia’s transparent relevance logic.”
— José R. Pérez-Agüera
Director, E-Commerce Product Management, Mercadona

94
Customer references from happy Algolia users

VIEW ALL REFERENCES
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, Coveo removes complexity to make search work, quickly and effectively, with the only end-to-end intelligent search platform in the cloud.

“It is simple to deploy and manage from an administrator’s viewpoint, and our employees have commented how easy it is to find what they need with Coveo’s elegant user interface.”

Dietmar Wallner
Systems Administrator & Project Manager, Pöttinger

“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 Institution

“The accuracy and speed at which the Coveo Query Suggestion and Automatic Relevance Tuning features work are truly amazing—it’s my favorite part of the solution.”

Camilo Varon
Director of Business Systems, Life Extension

“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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Customer references from happy Coveo users
VIEW ALL REFERENCES
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.

“Using Elasticsearch queries, we can quickly see every action the user has done - this is a great way to see whether an account has been stolen, hijacked, or whether the user has done something naughty.”

Tim Pease
Operations Engineer, GitHub

“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

“One of the reasons we went with the Elasticsearch Service was to have that flexibility to scale. With the press of a few buttons, we went from an under-performing system to one that delivered receipt lookups at lightning speeds.”

Juan Herbst
Development Manager, The Warehouse Group

“When we launched Elastic Site 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
ABOUT 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 discovery contributors and committers as well as many of the world’s foremost search and machine learning innovators.

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Customer references from happy Lucidworks users

VIEW ALL REFERENCES

“Fusion gave us the features we needed to replace Google Search Appliance in a matter of weeks. With Fusion’s out-of-the-box capabilities, we skipped months in our dev cycle so we could focus our team where they would have the most impact. We cut our licensing costs by 50% and improved application usability. The Lucidworks professional...”
Lourduraju Pamishetty
Senior IT Application Architect, Infoblox

“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

“Fusion allows us to analyze user behaviors, find problem searches, and quickly use the query pipelines to fix those in a meaningful way.”
John McQuade
Director of Software Development, New Pig

“We have a hyper-focus on performance. Fusion gave us a complete platform for delivering fast, scalable search, with many of the capabilities we needed out-of-the-box, ready to use.”
Paul Mello
Director of Special Projects, VEGAS.com
TOP PERFORMERS
2020 TOP PERFORMERS

+Q AddSearch

ATTIVO

funnelback

hawksearch

inbenta

swiftype

an Elastic company
ABOUT 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.

“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 quickly.”

Tom Klages
Digital Marketing Officer, Harper Adams University

“We implemented AddSearch on our site when our existing Google site search was discontinued. We were looking for a solution that could provide the same or better search results, was multilingual and could be integrated with the look and feel of our site. From the beginning of the implementation, it was a pleasure working with AddSearch. Following a…

Lionel Vary
Project Manager, Barracuda Networks

“AddSearch gave us the flexibility to build search exactly the way we wanted. Customer support played an important role as every time we reached out we received an answer within 30 minutes. The platform has been developing very fast and new product features have improved our search a lot.”

Colin Jones
Web & Applications Team Leader, Robert Gordon 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
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.

"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…"

Don MacAskill
Chief Executive Officer & Chief Geek, SmugMug

"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

"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

"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
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’s patented technology delivers value in days or weeks, not months or years. Attivio’s team obsesses over your success, and their pricing is straightforward and fair.

“...we help many Fortune 1000 companies streamline the secure exchange of important business information, in order to provide our customers with a best-in-class product, we recognized a need to replace our existing search technology with a quickly integrated solution that would enhance the user experience. Attivio stood out for its breadth of features as...”

— John Landy
Chief Technology Officer, IntraLinks

“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 a new way to leverage the platform to launch innovation application.”

— Ellen Currid
Director, Digital Media, United States Golf Association

“Attivio was the clear choice for a variety of reasons, including its ability to update information in real-time to ensure the most relevant and current results. AIE improves our users’ ability to find content quickly and offers a dramatically smaller footprint than our previous search engine solution. We needed to partner with an information access company that...”

— Greg Lloyd
President & Co-Founder, Traction Software

“What we do is unique, so being flexible and customizable is important to us. Attivio supported keyword search in several languages that are important to us, including Arabic and Chinese.”

— Maggie Artus
Project Manager, SCOLA
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.

“"The key to the search’s success was in the search user interface design focusing only on the essential information and not overwhelming the user.”"  
Lacey Yeomans  
Federation Training

“"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

“"Our editors and managers are pleased with the enhanced control over the system and their ability to influence it. In the past, if there were any issues with search, there was absolutely nothing we could do about it. But now we have much more control. Our website visitors are also happier, especially with the speed of the service. It’s been a massive boost...."  
Chrystyna Chymera  
Electoral Commission

“"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
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 goals.

18 Customer references from happy Hawksearch users

“In addition to basic search functions, we wanted the ability to leverage both site-wide analytics and individual pieces of customer data, like location, to tailor the customer experience.”

Chris Barnes
Web Coordinator, Agri Supply

“Although we have a good selection, the items were difficult for customers to find online, and [this] frequently resulted in a customer service call that might take as long as 30 minutes to handle.”

Eric Castellucci
Online Marketing Manager, Wrigleyville Sports

“Instead of returning results specific to the manufacturer, they contained a combination of products and manufactures that were not relevant.”

Jarrod VanBrocklin
Sales Manager/Buyer, CDNN Sports

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

Powell’s City of Books
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.

"After one month we saw YOY visit growth to our community of over 500%.”
Stacey Potts
Help Suite & Community Forum Manager, Mindbody

"90% of incoming users now find answers in our support page.”
Fernando Gouveia
Director, Business Development, Xapo

"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...
Jared Lee
Vice President, E-Commerce, Franklin Planner

“We pride ourselves on resolving customer questions as quickly as possible, but wanted to enable more self-service to help them find the information they needed on their own terms. Developing new and creative ways to make information more searchable for our customers and our workers were key to improving both our customer experience and internal..."
Megan McCluskey
Senior Program Manager, Customer Experience Marketing and Communications, Schlage
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.

"It's so nice to be able to create a page and populate it with the correct products within a few minutes. Then we can use a boost rule to sort the products based on our goals. Usually, we'll use it to ensure that out-of-stock products are on the last page. It makes it much easier to get our site aligned with marketing."
Mary Bidwell
Web Specialist, Pink Lily Boutique

"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

“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

“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

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Customer references from happy Searchspring users
VIEW ALL REFERENCES
ABOUT SWIFTYPE
Swiftype’s industry leading search platform delivers accurate, relevant and customizable search results for businesses. Swiftype’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.

"Swiftype 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

"Swiftype’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

"Swiftype 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 Seatontech
Technical Product Manager, Instructables

"We’ve found Swiftype 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

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Customer references from happy Swiftype users
VIEW ALL REFERENCES
2020 RISING STARS

CELEBROS
SEARCH BY BRIDGELINE

Constructor.io

EasyAsk
Cognitive eCommerce

InstantSearch
BY FAST SIMON

SEARCHSTAX

SearchUnify

yippy
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.

"Site search technology can affect the majority of a store’s traffic, making a critical impact on the store’s performance. Celebros has further created the toolset for our Partners to effectively integrate site search, merchandising, navigation and other compelling content into a unique shopping experience."

Roy Rubin
Chief Executive Officer and Founder, Magento

"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

"The site tools which we have deployed from Celebros have significantly improved the speed, accuracy and responsiveness of our site to customer enquiries. They are reliable and almost intuitive in assisting on-line customers identify and select their purchases. Aside from being..."

Richard Wainright-Lee
Managing Director, IWOOT
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.

"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

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

Matt McNamara
CTO, Expensify

"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

"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

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Customer references from happy Constructor.io users

VIEW ALL REFERENCES
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 conversion rates, improved customer experience and agile merchandising. EasyAsk provides conversion technologies that are available in seven languages (English, Spanish, French, German, Italian, Dutch, and Portuguese).

"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

"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

"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

"While online e-commerce businesses can and do benefit from EasyAsk in the form of improved user experience, reduced visitor abandonment and fuller shopping carts, Gartner thinks BI/analytics vendors and developers should sit up and take notice. EasyAsk could be the missing piece for many."

Gartner
ABOUT INSTANTSEARCH+

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

"Having used other site search solutions in the past, the move to InstantSearch+ gives visitors to my site a super fast autocomplete experience and a results page that not only has the right items but also any blog posts associated with what they’re looking for. I have to say the service is epic! We had very specific style requirements and the Support...

Griffin Thall
Co-Founder, Pura Vida Bracelets

"The search itself is fantastic. The autosuggest/autocomplete is incredible - the suggestions are instant. The results are accurate, nothing is missing, and bounce rate from search has dropped. The developers have helped us with some customized requirements, all queries are answered quickly. Your search for search ends here!"

Keld Wedell Seerup
Technical Director, Medisave

"With InstantSearch+, search results are in front of our customer quickly and intuitively. We love the recommended products feature and implementation was so easy – on the site within one day! The navigation is the best part, smooth and easy and lightning fast. This helps our customer support team as well as they find the products instantly and can...

Paul Mihelich
COO, Shoezen

"After a long search, we took a test with InstantSearch+ and found that it had all the things we needed: search suggestions, pictures with each product in the drop down and the main thing we were looking for: refining search results. Before InstantSearch+ we had complaints about our site being hard to find things on. Since starting the app we have...

Jordan Baker
Sigler Music
SearchStax® is a fully managed cloud search service for automated provisioning, management and scaling of Apache Solr in public and private cloud environments (AWS, Azure, GCP). The SearchStax Search-as-a-Service allows developers to focus on building exceptional customer experiences instead of worrying about the operational details for creating and managing Solr infrastructure. We offer Solr-as-a-Service for Sitecore, Adobe Experience Manager and Drupal.

"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 enabled us to rapidly move to a new hosted Solr solution for our Drupal deployment that gave us the advanced features we need. Critical features like: custom JAR support, access to all of the Solr configuration files and support for multiple environments, multiple collections, and so much more. SearchStax enabled us to deliver the end..."  
Yuji Shinozaki  
Technical Director, SHANTI

"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

"We haven’t experienced any Solr cluster downtime since we moved to SearchStax and the performance is great. We also like the analytics and reporting capabilities of the tool—especially being able to drill down into the metrics of individual collections.”
Chandra Venkataraman  
Lead .Net Developer, Jellyfish

Customer references from happy SearchStax users
VIEW ALL REFERENCES

TRUSTED BY

ABOUT SEARCHSTAX
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.

"We wanted our service engineers to utilize the immense KB to its full potential. However, finding case-resolving content wasn’t particularly easy. They needed to wade through the countless irrelevant results in a bid to find helpful content. After implementing SearchUnify, the quality of support improved significantly as our support heroes could access…"

Raman Kumar
SVP - Customer Success, Idaptive

"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

"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…"

Leo Daley
Director Community, Kronos
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.

“Yippy has an exceptional portfolio of assets that are proven and in production with many major organizations in diverse industries. Yippy has untapped intelligence, regulatory and compliance capabilities that should prove revolutionary in terms of scope and cost control for clients.”
- Robert E. Aber
  Senior Vice President, Nasdaq

“I have followed Yippy’s progress for some time, and it has become clear to me that Yippy and its leadership team are on the cutting edge of data unification and ubiquitous cloud technologies. Yippy has combined IBM Watson® technology with breakthrough engineering processes to create a remarkable cloud that will unify people and businesses worldwide.”
- Harold Furchtgott-Roth
  Former commissioner, Federal Communications Commission

“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