

Case Study

**Global telecom
firm empowers
employees
to securely
search multiple
platforms at
once.**



INDUSTRY

Telecom

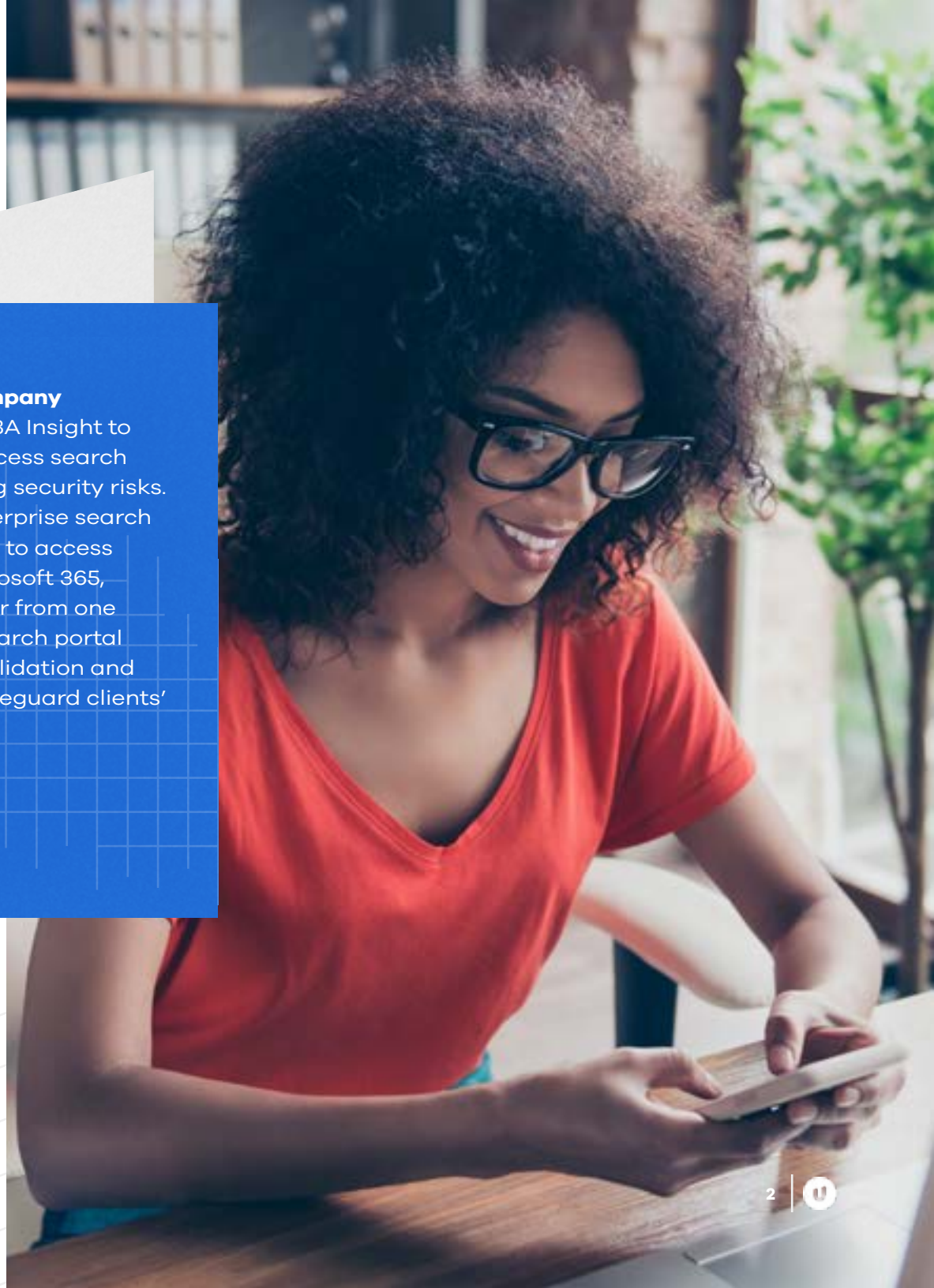
COMPANY

UK-Based Global Telecom Company

In 30 years, this small mobile operator has grown into a global business and one of the most valuable brands in the world. More than 500 million customers across the world utilize this company's products. They now operate in around 30 countries and partner with networks in over 50 more.

This global telecom company

partnered with Upland BA Insight to enable employees to access search functions without raising security risks. BA Insight provided enterprise search that enabled employees to access information across Microsoft 365, SharePoint, and Yammer from one search interface. The search portal is reinforced by strict validation and security protocols to safeguard clients' data.



The company's employees needed easy access to all required information.

This global telecom business needed a search solution that would combine multiple interfaces.

This company had a complete hybrid environment, with data spread across Microsoft 365, SharePoint on-premise, and Yammer. In some cases, SharePoint hybrid search integrates with SharePoint on-premise out of the box, but in their case, the company had precise security requirements that needed to be incorporated. Their content existed in a disconnected domain that employees needed access to via Microsoft Search. They required a solution allowing this data to be searched while ensuring proper security. At the same time, they faced an additional challenge because Yammer usage was growing, and employees demanded Yammer information be accessible in the same search interface they were familiar with.

BA Insight indexed multiple content sources with strict security requirements.

BA Insight worked with this firm to create a vision of a complete SharePoint Online search index that included both existing Microsoft 365 content and content from on-premise farms, regardless of the domain those on-premise farms existed in, with full security validation and fidelity. Employees needed to be given Yammer-relevant results to their queries in the same result set as all other content.

The solution was a combination of the following capabilities:

- Connectors to SharePoint 2010, 2013, and 2016 to index all historic SharePoint on-premise data, regardless of the active directory domain they existed in, and include that content into the SharePoint Online index, with security fully respected.
- Connector to Yammer to deliver a single search interface for Yammer conversations, along with all Microsoft 365 and SharePoint content within them in a single search for all content rather than only



BA Insight provided this company with a solution that securely unites their systems.

They were able to deliver on employee-requested Yammer search results.

BA Insight delivered a unified search experience to the company's 100,000+ employees using a SharePoint Online index, the largest SharePoint Online/Microsoft 365 index in the world, while incorporating all on-premise SharePoint and Yammer content and automatically handling additional complex security and active directory integrations. They even delivered new Yammer content with positive responses from the employees. The deployment was a tremendous success as the organization could completely shift from on-premise to the cloud, saving money on infrastructure and systems management, all without the employees knowing anything had changed.

The firm is expanding their vision to focus on the future or search.

Now that the infrastructure is in the cloud, the company has the additional resources and investment available to focus on making robust search capabilities.

Since they are no longer tied down to managing their infrastructure and systems, they are focusing on the integration of AI search capabilities (bots, recommendations, etc.), data classification and intelligence (creation of metadata and improved relevancy), and additional content sources (Workplace by Facebook, etc.). Their strategy, in conjunction with BA Insight, is to implement a continuous improvement program on the search and continually wow their users with new capabilities.

Upland BA Insight leverages AI technology to deliver a web-like advanced search experience with results that are relevant, personalized, and actionable. The connector-based technology works with enterprises, customer portals, and web sites, turning searches into actionable insights, regardless of where content or users reside.

upland

BA Insight

For more information visit: bainsight.com

