

QueSearch: Universal Enterprise Search

QueSearch™: Unlocking the Value of Structured Data with Universal Search

Most large and mid-size organizations have spent millions to develop and maintain enterprise applications. These applications house a large portion of the company's most valuable data, but many employees struggle to find the data they need on a daily basis. On the Internet, relevant data is always readily accessible through search engines -- unfortunately, in the enterprise valuable data is often locked up in application silos due to security concerns and incompatible systems. The result: employees waste a tremendous amount of effort to track down key data, and many decisions are made with incomplete information.

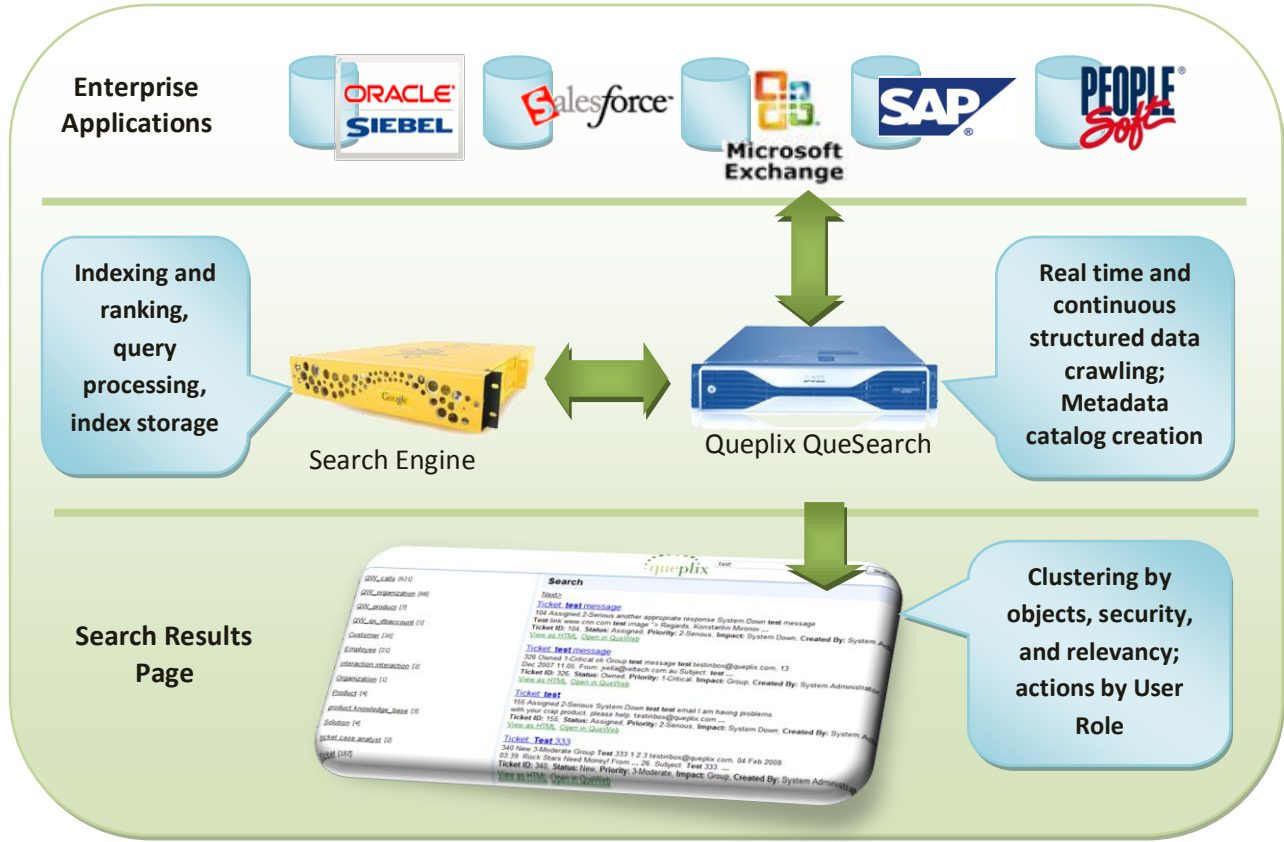
Fortunately, a new generation of search technology promises to unlock the value of structured enterprise data. The Queplix™ QueSearch™ solution automatically extracts data and permissions from a wide variety of legacy, SaaS and cloud applications, enabling unified access to business-critical data across multiple silos. Based on Queplix' unique QueCrawler™ technology, QueSearch creates synthetic documents for injection into enterprise search indexes, and enforces access controls on a per-user basis to insure that sensitive data is protected. Instead of waiting hours or days for application experts to compile reports from applications, employees, partners and customers can now directly search for structured and unstructured data across the entire enterprise within seconds.

The Queplix enterprise search solution provides a unique set of essential capabilities for enterprise users:

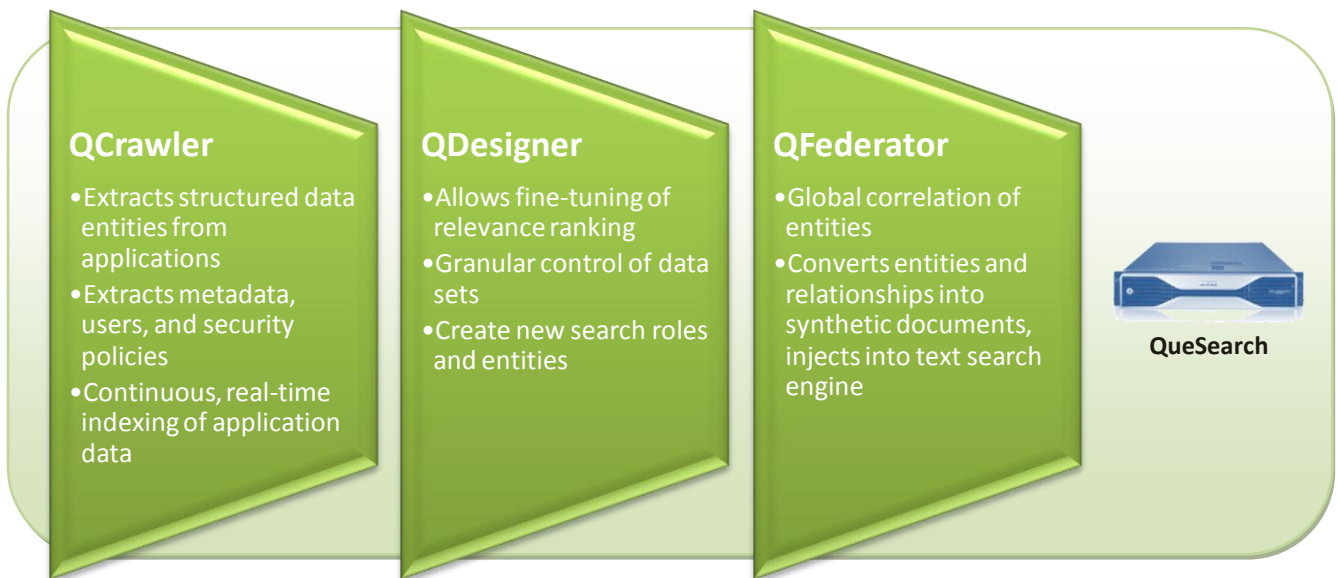
- Searches multiple structured and unstructured data sources across organizational silos, including both on-premise and cloud-based applications.
- Integrates with leading enterprise search solutions, and seamlessly combines structured and unstructured data into a unified search tool.
- Automatically discovers security roles and permissions stored in enterprise database records, and applies globalized policies to search in real time. Users only see the search results they are authorized to access.
- Users gain an instant 360° view of enterprise data with a single relevance-ranked query.
- Customizable web-based tools help users view structured data, or take actions within applications.

How QueSearch works:

Queplex QueSearch crawls and indexes RDBMS-based enterprise applications (structured data) behind the firewall or in the cloud and combines this data into an integrated metadata-driven and secure index with enterprise documents and HTML pages (unstructured data).



Hierarchy of Universal Secure Enterprise Search with QueSearch



QueSearch Software Components

Examples of enterprise and SaaS applications that can be indexed by QueSearch for universal search access:

- SAP®
- Salesforce.com®
- Oracle Siebel®
- QueCloud™
- Oracle Financials®
- Remedy®
- MS Exchange® and Lotus Notes®
- PeopleSoft® and other systems

By automating the indexing of structured data and security policies from a wide variety of enterprise applications in multiple locations, QueSearch delivers a number of unique key benefits:

- 1) Integrated relevance-ranked search results incorporating structured, semi-structured and unstructured enterprise data
- 2) Automated correlation of multiple data sources into a single “synthetic” data record. (i.e. if the same customer exists in SAP and Salesforce.com, QueSearch will correlate the data into a single entity).
- 3) Secure search recognizes rules and permissions within multiple silos for multiple entity users
- 4) Real-time index updates, insuring up-to-date information for users

With QueSearch there is no need to create custom data connectors or plug-ins, or perform integration work to import each structured data source. QueSearch provides plug-and-play indexing of most standard enterprise applications, with automated crawling and indexing of complex structured data. QueSearch’s intuitive QDesigner interface enables Search Administrators to perform various search-related functions such as:

- Fine-tuning of business entities and hierarchies
- Customized search results rankings, with variable weighting for various enterprise business objects
- Granular access controls, enabling administrators to create new search groups, users, and field-level permissions
- Transaction-level, real-time search indexing for frequently updated data objects

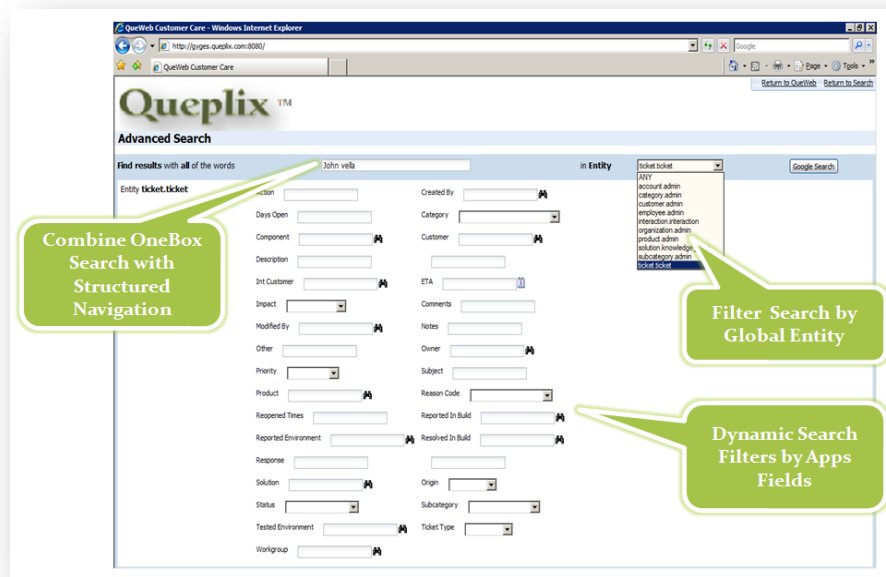


An example of search results interface combining structured and unstructured data, with grouping by business objects.

QueSearch provides an extremely cost-effective alternative to enterprise application Integration, delivering a fast, comprehensive front-end interface for employees to access multiple legacy and Web applications. By dynamically globalizing and joining information contained in all systems' entities during the crawling, QueSearch helps eliminate the artificial barriers between data sources, without compromising the essential security controls on corporate data. For example, searching QueSearch for a customer name would produce up-to-date search results comprised from data fields in SAP, Salesforce.com and billing systems as well as related documents across the enterprise; users in the sales department would see tailored results, distinct from the data available to finance or support users. Once structured data objects are selected, QueSearch enables users to view the structured data in HTML or in-context within the native source application. Custom actions can be assigned to specific results, allowing users to initiate actions such as creating a new purchase order or launching a support trouble ticket.

QueSearch security infrastructure extends beyond per-user access control enforcement. The solution also provides granular logging and auditing features that support analysis of both user behavior and data structure weaknesses. The QueSearch indexer can even scan documents and emails for restricted data types (e.g. credit card data, health records) and trigger real-time alerts regarding the user and the policy breach.

In addition to a single search box, QueSearch allows granular parametric searching. Advanced Mode searching exposes additional query filters, based on structured data fields, which can be used in conjunction with a single search box. When utilized, the values specified in filters create a proprietary EQL statement that is then matched against the search index. This approach combines the power of high relevance free-text searching with the power of structured data queries.



QueSearch Advanced Mode allows users to combine simple keyword searches with structured data filters.

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