Persistent

Solution Sheet

Search Migration to Amazon Kendra

Your organization likely has goldmines of information locked away in servers, databases, inboxes, and multiple other siloed systems. But is it easily searchable and can your employees access it when they need it?

A great number of organizations face challenges with their incumbent native and open source-based enterprise search implementations. In fact, all of us are all too familiar with frustrating intranet results that need us to hack through several irrelevant files to get to the answer we need. Most of these technologies deliver limited search accuracy, are restricted by keyword-based experiences, and require intricate infrastructure with constant maintenance that can prove to be expensive.

Native search usually offers limited functionality and is non-intuitive with low accuracy.

Open source search lacks enterprise preparedness and requires significant customizations.

Persistent's Cognitive Search Migration Solution for Amazon Kendra

Persistent simplifies and speeds-up access to information locked in enterprise content repositories with the convenience of Internet-like search by helping you migrate to cognitive search powered Amazon Kendra. Persistent helps you develop a roadmap with the right architecture suited to your business needs including a migration plan from legacy search software and appliances.

We bring together the power of content unification, NLP, machine learning, cognitive search, and user experience design delivered by Amazon Kendra to help you derive insights from enterprise-wide content repositories and accelerate business outcomes.

Persistent's foolproof approach to enterprise search migration is powered by an assessment and evaluation greenhouse, an architectural and implementation blueprint, and multiple migration and verification accelerators. Persistent ensures a rapid and comprehensive migration by taking care of all the key aspects of search implementation including

\ Content Ingestion
\ Enrichment and Transformation
\ Query Personalization and Optimization
\ Enterprise Security
\ Search Experience and Relevancy
\ Tuning and Optimization

Intelligent search with simple natural language queries and accurate answers	Improve top and bottom line in the areas of employee productivity, help desk, regulatory compliance
Search contextualization with domain optimization	Minimize service disruption
Optimize performance and ensure security	Continuous improvement in search quality

How It Works

Assessment and Evaluation

Discovery

Migration Readiness Assessment

Migration Sizing and Planning

Discovery and Planning

Migration Plan

Business Case

Relevancy

Technology

Migration Map

Skills/CoE

Security and Compliance

Operation Model

Migration Activity and Operations

Evaluate → Implement

Monitor and Tune — Test and Tune

Measure and Optimize ← Onboard and Adopt

Customer Story: Migration of an appliance-based EOL search engine to a modern cognitive search-based architecture

Challenges

\ The customer provides hybrid cloud data services for management of applications and data across cloud and on-premises environments.

\ The company's customer support portal and other internal applications leveraged the Google Search Appliance (GSA) for search requirements which was soon to see sunset

\ The customer needed the right search technology to replace GSA.

\ Besides simply replacing the search appliance, the customer wanted to upgrade to a cognitively rich platform.

\ They needed to ensure business continuity and minimize disruption during the migration process.

Solution

\ Helped the customer analyze and articulate their search requirements and chart the future roadmap.

\ Helped evaluate the available technologies to shortlist vendors and implemented a working pilot to help them choose the final platform.

\ Worked closely with the customer's business and IT stakeholders to arrive at the right infrastructure sizing and installation.

\ Studied content sources to setup the crawler, transformation and ingestion process as well as designed end-to-end security for the search process based on the existing enterprise security model.

\ Designed and implemented profiles, optimized content enrichment, built a custom UI, and enabled relevancy tuning based on the customer's requirements.

\ Implemented a custom Search API to be consumed by the customer's external support site and internal apps.

Outcomes

\ The customer was able to **seamlessly migrate** its search-based apps from GSA well **within time** and **meet aggressive deadlines**.

\ They now enjoy a fully customized search solution that fulfills requirements and expectations at a granular level from various user personas and stakeholders.

\ Additionally, users coming off GSA based search apps face **minimal disruptions** with the **right relevancy tuning measures** implemented by Persistent.

\ The new search platform was very well received by both employees and customers with its advanced search capabilities like ML-based relevancy, tagging, facets, and sorting, enhancing and simplifying the **overall search experience for users**.

Experience the ease of Internet-like search today.

Request Demo

About Persistent

With 12,000+ employees around the world, Persistent Systems (BSE & NSE: PERSISTENT) is a global solutions leader delivering digital business acceleration, enterprise modernization, and next-generation product engineering across industries and geographies. Our next-level capabilities and solutions that support continuous innovation help enterprises boost efficiency, resiliency, and agility with a solid core IT modernization strategy.

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