Google

Vodafone - Panafon deploys the Google Search Appliance across a suite of mission critical applications and successfully delivers relevant search results to various user groups

vodafone

At a Glance

What they wanted to do
- Provide read-only, instant search results across a suite of applications to various user groups without having to enroll the personnel in each of the applications

What they did
- Deployed the Google Search Appliance across all the applications

What they accomplished
- Successfully served up the right documents to the right user groups
- Provided tangible data with a strong ROI
- Delivered a search solution that is basically administration-free

Business

Vodafone - Panafon Hellenic Telecommunications S.A., a member of the Vodafone Group, is the largest mobile communications operator in Greece. The company engages in the mobile telephony and telecommunication business in Greece. Its solutions include business usage plans, e-Billing, e-Care, mobile connect card, mobile e-mail, Internet, data services, fleet management, and bulk short message service. The company offers network interconnection services, which enable companies to create a Virtual Private Network, and wireless office services, which enable employees of all companies to work away from their office, without the need of a fixed telephone line or a permanent interconnection to their business network.

Challenge

In order to support and sustain a cost competitive advantage, Vodafone – Panafon Hellenic Telecommunications S.A. initiated a strategic integration program that aimed to integrate business processes on strategic platforms.

With the help of BYTE Computer S.A., Vodafone - Panafon developed a complete integrated suite of the "NCMDI" Core Software Applications that allows Vodafone to effectively manage the necessary processes to acquire, build, activate, operate, maintain and upgrade its radio network throughout Greece. The suite of software applications was developed and integrated using various technological platforms from vendors such as SAP, IBM and Microsoft, allowing access to authorised users via their Intranet Portal.

"The Google solution not only met but exceeded our expectations and serves us well with whatever we throw at it with unbelievable speed, superior quality and administration-free operation."
—Dr. Petros Panagiotidis, Business Systems Integration Manager

However, additional access to vital information housed within the applications was required by various company-wide user groups with different, read-only requirements. Customer Service, for example, needed access to the applications in order to obtain information for trouble tickets affecting network availability, schedule downtime for maintenance, etc. Furthermore these applications provide a series of KPIs (Key Performance Indicators), which are monitored via the use of Management Cockpits.

The challenge became: Could Vodafone - Panafon provide instant search, read-only capabilities in these applications without the need to enroll all of its personnel in all of these applications and without sacrificing performance and security issues?

About Google Search Appliance

With the Google Search Appliance (GSA), the search experience shared by millions across the globe can be harnessed by your individual company with specific enterprise enhancements that make searching easier, intuitive, and customisable. Ready to index most enterprise content right "out of the box," the GSA turns your company's intranet or website search engine into a system that is as relevant and reliable as Google's - with the same ease of use.

For more information visit:
www.google.com/intl/en_uk/enterprise/search

Solution

Vodafone - Panafon began to seek search solutions that could solve this imminent problem. However, none of them were easy to implement or were price/performance effective. Byte then introduced the Google Search Appliance.

"We were lucky that Byte, who developed and integrated most of our applications, had a strong relationship with Google Enterprise," says Dr. Petros Panagiotidis, Business Systems Integration Manager, Vodafone - Panafon Hellenic Telecommunications S.A. "When we saw the functionality, the speed, the quality, the security compliance and the flexibility of the Google Search Appliance solution, we stopped looking any further and we concentrated on 'crash-testing' it."

Now, the enormous user community throughout the organisation has split-second access to all of the vital information they are seeking, simply by typing, "search.vodafone.gr" and entering the radio location mnemonic, code or description. The GSA instanteously displays real-time results in a user-friendly manner that is typical of Google.

Benefits

"The Google solution not only met but exceeded our expectations, and serves us well with whatever we throw at it with unbelievable speed, superior quality and administration-free operation," says Dr. Panagiotidis.

"In addition, it is the first time that we can provide, in information economic terms, tangible data of a stunning ROI ratio (investment vs. benefit), even when we exclude all the soft benefits that are derived from the use of the tool, namely things like informed decision-making and improved communications.

"The Google Search Appliance has attained the status of both mission and time-to-market critical in our strategic software portfolio, and it is regarded as indispensable not only by the IT department but by the user community as well, since it achieved record-breaking, critical-mass numbers in a blink of an eye."