Case Study

Clarion Leverages Sales Data at Remote Sites for Better Business Decisions with X1® Enterprise Search Suite

> "Timing is everything in business. Finding the right file, when you need it: priceless. How can you put a value on finding relevant content that you weren't even aware of?"
>
> – Gen Miake, Senior Director of Information Services

The Client

Clarion Corporation of America, ranked among the top 100 Global OEM Suppliers by Automotive News, is headquartered in Gardena, California and is a subsidiary of Tokyo-based Clarion Company Ltd. Clarion, an international leader in car audio and electronics since 1940, is positioned as the number one independent car audio manufacturer. Clarion conducts research, development, engineering, design, manufacturing, sales and marketing of vehicle entertainment, navigation, communications and security products for the automotive and recreational vehicle environments, including IVCS (in-vehicle computing systems).

The Challenge

During the more than 40 years Clarion Corporation of America has been in business, the firm has generated over 2 million legacy data files in various unstructured formats, with minimal organization. "These files are corporate assets. We wanted our people to be able to access them easily, so they could leverage Clarion's long experience," said Gen Miake, Senior Director of Information Services at Clarion. "With the pace of business accelerating, we needed to make the data rapidly accessible with minimal implementation costs."

Challenges Clarion wanted their solution to address included:

Retrieval of older data stored on servers. Miake explained that with Clarion's long history, older data stored on servers effectively becomes irretrievable. "Due to normal personnel turnover, you have data that no one knows is there, and data that people know must be there, but can't find."

Retrieval of data not stored on servers. Clarion users store data in company servers, but a few users were still storing data on their local workstations.

Need to search data on servers at remote locations. Miake explained that users needed to search data at remote sites as well as on multiple servers at headquarters. "The company's data is spread across servers in multiple locations—our corporate headquarters in Gardena, California, as well as offices in Novi, Michigan, and Walton, Kentucky."

Customer
Clarion Corporation of America
www.clarion.com/us

Business Challenge
Efficient search of unstructured file data on distributed servers

Retrieval of business-critical email from Lotus Notes® database

X1 Solutions
- X1 Enterprise Search Suite

Benefits & Results
- Scalability: Desktop search designed for enterprise deployment
- X1 Browser Client: Reduces workstation application support
- Integration with Lotus Notes
- X1 Organization: Aggressive development and rapid response

X1 Technologies, LLC
130 West Union Street
Pasadena, CA 91103

866-918-3241 tel
626 535-2701 fax

www.X1.com

Integration with Lotus Notes. Clarion was also looking for a search solution that could integrate with Lotus Notes. "The full-text index capabilities within Lotus Notes are too slow and inflexible to let users search through email effectively. We also use Lotus Notes archiving, and you cannot search both your active mail file and archive in a single search."

Need to manage volume of email generated by growing business. Like most firms, Clarion has to cope with the growing amount of their business being executed by email. "Higher level management in particular are deluged with email—and their time is too valuable to be wasted trying to find an important message."

❝ We were impressed by the speed and easy-to-use interface of the X1 Windows® client, but it was the scalability of the X1 Enterprise Search Suite architecture that sold us. ❞

Clarion Corporation Of America Chooses X1

"We liked the speed of desktop search tools, but they do not scale well in an enterprise. You can't have all your users indexing server volumes—it's a waste of bandwidth and CPU resources. Typical desktop search products, because they make search easier, actually promote storage of data on local workstations," Miake explained. "This works against our initiative to have all data stored on servers."

Clarion heard about X1 Technologies' Enterprise Search Suite. "We were impressed by the speed and easy-to-use interface of the X1 Windows® client, but it was the scalability of the X1 Enterprise Search Suite architecture that sold us," says Miake. "That scalability makes desktop search effective for the more than two million legacy data files we have stored on our servers."

Being able to deploy a zero-footprint desktop using the X1 Browser Client was another key factor in their decision. "By making efficient search available only on server-based files, we not only promote storage of data on servers, but we also avoid yet another Windows client to deploy, maintain and upgrade for most of our users."

The X1 Results

"X1 is providing fast file access for all our users through the Browser Client. There is no doubt we spend much less time navigating and searching through files, and more time using them," says Miake.

"The Browser Client interface is impressive. X1 has kept all the responsiveness of a traditional Windows client without the headaches of deploying and maintaining software on all our workstations, or the need for a presentation client like Citrix. Both volume and NTFS (NT File System) file security is respected, so our users see only the files that they should."

"Our long term goal is to provide full X1 search, including Lotus Notes email, through the browser," says Miake. "The Lotus Notes search allows a single search through both the active mail file as well as the archive file, and is easy to use. X1 as an organization has the speed and responsiveness we were looking for in a business partner. We look forward to continuing to work with them."

About X1 Technologies, Inc.

X1 Technologies, the innovator in enterprise search solutions was founded in 2003 with the vision of providing a single user interface capable of previewing and acting upon data anywhere in the enterprise. X1's patented search technology scales from a single server to tens of thousands of desktops. Innovations pioneered by X1 include find-as-you-type searching along with unified, actionable search. X1 is a technology partner with leading companies such as Microsoft, Oracle and Symantec. Headquartered in Pasadena California, X1 is an operating company of Idealab. For more information, visit http://www.x1.com or call 626-229-3050.