



How Fentress Architects Saves \$500 a Day Searching Archived Data with X1® Enterprise Search Suite

“X1 has saved us hundreds of hours. . .

An architect will typically need to research several sources to gather RFI information. It used to take 2-5 minutes to find a document. With X1 Enterprise Search Suite, it takes only 10-20 seconds to find the same document.”

– Mike Rinken, Information Technology Manager, Fentress Architects

The Client

Fentress Architects is an architecture, interior design, and planning firm with extensive experience in the design of civic facilities, including airports, convention centers, museums, and government centers. Over 225 million people visit Fentress-designed civic projects each year, which comprise more than 34 million square feet. The firm's 25-year-old portfolio, which has garnered 200 honors, awards and citations for design excellence, includes the passenger terminal at Denver International Airport, the Colorado Convention Center, the National Museum of the Marine Corps, the Clark County Government Center in Las Vegas, and the Federal Courthouse in Cape Girardeau, Missouri.

The Challenge

Fentress generates lots of visual information—as well as lots of email and text files. “Our architects produce a vast amount of information, much of it in PDF, CADD, and multi-page TIFF files,” explains Mike Rinken, IT Manager. And the firm has been digitally archiving all incoming and outgoing correspondence since 1995.

Four years ago Fentress implemented a multi-vendor solution. Xerox on-site was used for all copying and printing services, with FlowPort™ and DocuShare™ for scanning, storage, and retrieval. From the beginning, there were storage problems. “We had to deal with more than a million files—165,000+ files in DocuShare, 100,000+ Chron documents not in DocuShare (and not text searchable), and 1,000,000+ files in a general Windows folder. The files in that general folder had never been searched or indexed.” Many of these archived files were TIFFs and PDFs. “Our solution stored files in PDF, but used compression, which made it difficult to get files out when a user found what he was looking for. Searching was painful,” Rinken says. “Even moving files was painful.”

Customer

Fentress Architects, Ltd.
www.fentressarchitects.com

Business Challenge

Rapid retrieval of archived data in multiple formats, including Email, TIFF and PDF files, CADD data, documents, and chronological information

X1 Solutions

- X1 Enterprise Search Suite

Benefits & Results

- Technology: speed of search, centralized server indexing, search by department or file type
- Integration: Integrated with Outlook and Windows®
- Support: Excellent support during deployment and after
- Cost-Effective: High-value product competitively priced. Payback in less than two months, with outstanding ROI and TCO.

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Fentress Chooses X1

Rinken was looking for a new solution to give Fentress professionals faster access to their archived information, which was growing daily. Rinken's requirements included:

- Rapid search of multiple file formats
- Ability to create specific searches for departments and for categories of files
- Ability to handle frequent search of archived information without generating heavy network traffic
- Integration with Outlook and Windows
- Responsive, consistent support
- Cost-effective solution

Fentress looked at solutions from a number of vendors, including several well-known vendors of enterprise search, as well as Enterprise Search Suite from X1. "We chose X1 for a number of reasons," says Rinken. Here is how X1 Enterprise Search Suite met the Fentress requirements:

Rapid search of multiple file formats. "We found 'search as you type' to be very intuitive, and we liked the fact that users can refine searches on the fly." Rinken has configured the X1 Enterprise Server to index twice a day, which means search results always include the most recent information, even with Fentress adding 150-300 documents a day in various projects to their Chron archive.

Ability to create specific searches for departments and for categories of files. Rinken can set up and distribute saved searches for specific departments using X1. Individual users can also create saved searches. The ability to search by file type is built into the X1 interface.

Ability to handle frequent search of archived information without generating heavy network traffic. The centralized indexing provided by Enterprise Search Suite means Rinken doesn't have to deal with the network traffic of 100 clients constantly indexing new information.

Integration with Outlook and Windows. X1 Enterprise Search Suite searches all of Outlook, indexes Public Folders, and indexes archived mailboxes. X1 integrates with Windows, which has let Rinken add an X1 icon to the Fentress intranet toolbar. Integration with Windows keeps X1's memory footprint small compared with that of other search products. X1 also uses Windows integration to provide an additional level of security through Windows authentication procedures.

Responsive, consistent support. "X1's sales and support professionals made sure our installation went smoothly. And after-sales support has been excellent: if there's an issue, support is right on it and solves it quickly. X1 wants to be sure Enterprise Search Suite is meeting our needs."

The X1 Results

What impact has implementing X1 Enterprise Search Suite had on operations and financials at Fentress?

First, search time is down significantly. To respond to RFI's (Requests for Information) for projects that are under construction, architects

research their archive of project information. An architect will typically research several sources for RFI information, which can include email, CADD data, files, documents, and chronological information. This process is now much faster, for several reasons:

- X1 searches faster, and searches more kinds of information, than the previous search technology
- Any file or information related to an architect's search is displayed in a window. The architect can quickly view each result to select those most relevant to the RFI
- The architect can take the desired action immediately, from within X1. He can export a file, email, it, copy it, or use one of the commands native to the application in which it was created

All this saves time. Before deploying Enterprise Search Suite, architects on average spent 2 to 5 minutes to find a single document. "Now," says Rinken, "finding the same document takes only 10 to 20 seconds." Fentress is using X1 to refine their workflow processes. Since they've started using X1, Fentress professionals can respond to clients and contractors faster with more accurate information.

The savings in employee time also means Fentress is saving money. Rinken estimates the typical savings per project to be one search per day per user in their 100-user office. Since each user is saving an average 3 minutes per day, the office is saving approximately 300 minutes per day. **At an average billing rate of \$100 per hour, X1 Enterprise Search Suite is saving Fentress \$500 per day.**

The results are especially attractive when it's time to look at payback and ROI. "Our payback for a 100-seat, 1 server solution is well under 2 months," says Rinken. "After a year of using X1, our ROI for Enterprise Search Suite will be well over 500%."

With X1 Enterprise Search Suite, Rinken found a faster way for professionals to access the 20 years of architectural solutions archived on Fentress's server. He found a solution with rapid payback and very attractive ROI. And he found a solution that didn't charge him for the number of documents indexed, so the cost-effectiveness of his solution won't disappear as the firm's archive continues to grow.

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.