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# KNOWLEDGE IS A MATTER OF SECONDS.

## CASE STUDY

### SALZBURG CITY COUNCIL, AUSTRIA

Some 900 users in the offices of Salzburg City Council have been working with Mindbreeze Enterprise Search since April 2007. Mindbreeze Enterprise Search enables users to find relevant information quickly in the electronic file (ELAK), searching objects such as contents and their meta data extremely efficiently.

#### IMPLEMENTATION

To achieve the strategic goal of providing users with information in context reliably, quickly and easily, Mindbreeze supplied the standardised software Mindbreeze Enterprise Search to Salzburg City Council.

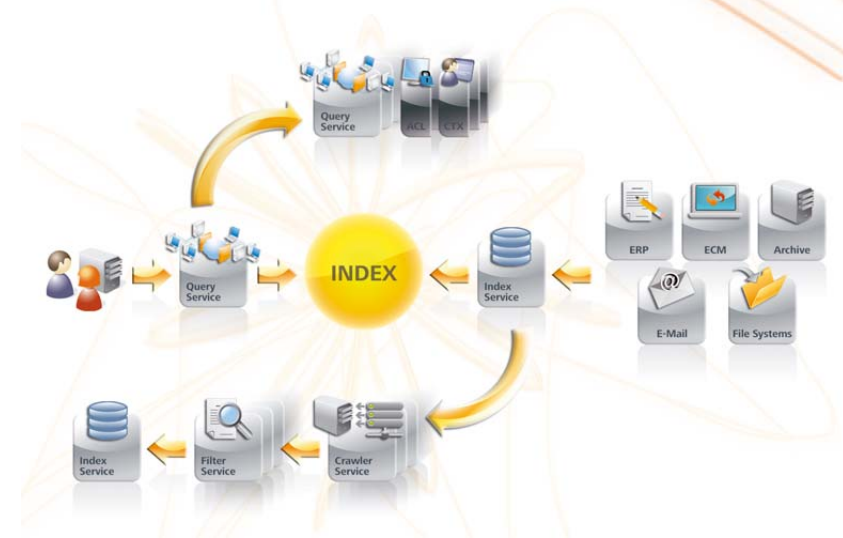
A clone of the live system was used as a test system. This enabled the customer to evaluate the solution thoroughly and make the necessary optimisations in good time. The customer then performed an extensive quality assurance procedure for the solution in test system mode.

The challenge was to evaluate the extensive and complex access right concept including the dynamic authorisations with abstract participants at the customer in the course of an inquiry. This requirement was fulfilled in every respect by Mindbreeze Enterprise Search.

It was particularly important for Salzburg City Council to be able to find both structured and unstructured data efficiently. Here, Mindbreeze Enterprise Search calculates the relevance of an object for the user in the background at the time of the inquiry. The relevance is then determined from the characteristics of objects. The target environment in the test and live operation was a Microsoft Windows 2003 server.

#### MEASURABLE PRODUCTIVITY INCREASE

By using Mindbreeze Enterprise Search the customer achieved an increase in productivity



"Mindbreeze Enterprise Search makes our everyday work easier. Obtaining relevant information fast is something we now take for granted and it has become a key feature of our work and our approach to it. Above all it is our citizens who benefit from it. They receive their information much faster."

Dr. Berthold Rauchenschwandtner, Head of Information Technology, Salzburg City Council



#### LAND SALZBURG

531,000 Inhabitants  
7,154 km<sup>2</sup>



Photo: Tourismus Salzburg GmbH

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#### OVERVIEW

**CLIENT:** Salzburg City Council

**COUNTRY:** Austria

**BRANCH:** Public administration

**USERS:** 900

**QUERIES:** 8,000 document changes daily

**DATA GROWTH:** 10,500 new documents daily

**HARDWARE:**

Two Dual-Xeon 3.4 GHz Server with 4 GB RAM

**INDEXED DATA VOLUME:**

1 TB of documents and 6 million meta data



of around 25%. With the highly scalable solution the 900 users can submit the enquiries to the Mindbreeze Enterprise Search server with the possibility of formulating simple inquiries and also more complex ones for evaluation. Thanks to the high processing speed of Mindbreeze Enterprise Search, only one server is necessary for the process, keeping hardware and maintenance costs to a minimum as a result.

#### HIGH QUALITY REQUIREMENTS AT SALZBURG CITY COUNCIL

Finding information efficiently using Mindbreeze Enterprise Search at Salzburg City Council became quickly established as a frequently used application. The City Council placed exacting requirements on the individual software components from the very beginning.

The main criteria included the relevance of hits, the speed at which the information is provided (taking into account the existing rights concept) and the fact that Mindbreeze Enterprise Search not only takes into consideration the rights but also the workflow context – information that is found can be used only in the context of the application.

#### EASILY EXPANDABLE

The possibility of linking further applications to Mindbreeze Enterprise Search in very short development phases was also a key factor for the customer. This is made possible by the across-the-board Service Oriented Architecture (SOA) which is provided by Mindbreeze through the Developer Partner Program ([www.mindbreeze.com/developer](http://www.mindbreeze.com/developer)). A major benefit

compared to desktop search software is that the information is not found only on the local storage unit. Mindbreeze Enterprise Search enables users to search emails and files throughout the entire network. The search information is made available by a central server. The customer placed great importance on expandability with secure code to prevent errors wherever possible.

#### RELIABILITY AND AVAILABILITY

Mindbreeze Enterprise Search guarantees the customer a transaction-safe, consistent index information status, as any changes to structured and non-structured data can be called up immediately.

This means that the roughly 8,000 document changes and 10,500 documents that are added on average

every day can therefore be used and processed during the core hours of business. This detailed indexing is carried out during the daily business at Salzburg City Council. The search quality of Mindbreeze Enterprise Search is not affected in any way, thus increasing productivity.

Mindbreeze Enterprise Search complies with the "Strategy 100" of the company. All functionalities are available in full for both Microsoft Windows and also Linux. Around 900 users at Salzburg City Council have been working with Mindbreeze Enterprise Search successfully since April 2007.



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