

## National Renewable Energy Laboratory

*“We consider Ultraseek a bargain. For the small amount we spend on maintenance and our time on administration, we get 128,000 documents indexed, more than 2 million searches per year, and a positive search experience for our key users.”*

—Marsha Luevane, National Renewable Energy Laboratory

The U.S. Department of Energy’s National Renewable Energy Laboratory (NREL) has a clear mandate. NREL focuses on:

1. Developing renewable energy and energy efficiency technologies
2. Transferring knowledge and innovations to address U.S. energy and environmental goals.

As the nation’s primary laboratory for renewable energy and energy efficiency R&D, NREL attracts millions of visitors to its high-profile public websites every year. NREL takes its Web presence seriously.

The organization takes advantage of Verity Ultraseek on its intranet to help its 1,000 employees find information easily, and perform better. NREL also uses Ultraseek, a proven enterprise search engine, on two flagship public websites (www.nrel.gov and www.eere.energy.gov) so researchers, business people, educators, students, media, NREL staff and the public-at-large can stay better informed about energy technologies.

### The Challenge: Better Information Access

The information challenges that NREL faces on an ongoing basis are prevalent in the public sector today.

- **A fast growing amount of content:** NREL needs to index more than 128,000 documents—in a variety of file formats. These documents are scattered among two highly trafficked public websites and an employee intranet. As many as 4,000 new files are added every month.
- **Limited staff to administer search:** As a one-person search management shop, NREL does not have the resources to dedicate to a complicated installation or ongoing troubleshooting.
- **High traffic:** More than 1,000 employees use the NREL intranet extensively, while two major public sites attract as many as 5.8



million visitors per year. The high traffic includes more than 2 million searches every year, or almost 6,000 per day, on www.nrel.gov, www.eere.energy.gov and NREL’s employee intranet.

- **Effective information access:** Researchers, business people, educators, students, media, NREL staff and the public-at-large demand fast, relevant search results, and access to all information—even if it is in PDF, Word, Excel or PowerPoint formats.

### The Solution: Verity Ultraseek

NREL standardized on Ultraseek search software in 1997—and has been a loyal Verity customer ever since. Ultraseek met NREL’s high standards for search relevance, affordability, and ease of implementation.

“When we installed the Ultraseek software, we had it up and running in a couple of hours,” says Marsha Luevane, NREL Search Engine Manager. “We actually thought we were doing something wrong because it was so easy. To this day, we are still amazed at how smooth it went.”

Rapid deployment is one of Ultraseek’s greatest assets. This enterprise-strength search engine can be downloaded and installed to meet even the most demanding rollout schedules—as demonstrated at NREL.

Once implemented, Ultraseek provides end-users with a suite of capabilities that make finding information easier than ever across the websites.

- **Spelling Suggest:** Ultraseek easily manages misspellings in search queries. For example, when a visitor to www.nrel.gov asks for information on “photovoltaics,” Ultraseek recognizes the user has misspelled the search term, and automatically suggests the query term “photovoltaics,” which is found in the Ultraseek index.
- **Multiple File Formats:** Almost 15,000 documents are in PDF, Word, Excel and PowerPoint documents. “Ultraseek indexes these formats beautifully,” Luevane says.
- **Advanced Query Options:** Includes phrase, wildcard, field, range, implied Boolean, stemming, similar documents, query term highlighting, and more.
- **Scoped Searches:** Visitors to www.eere.energy.gov, for example, get better relevance because they can narrow their search from more than 30,000 pages and hundreds of websites to the content on a single site.

<b>U.S. Department of Energy’s National Renewable Energy Laboratory</b> www.nrel.gov <span style="float: right;">www.eere.energy.gov</span>
<b>Profile:</b> NREL is the U.S. Department of Energy’s primary national laboratory for renewable energy and energy efficiency research and development. NREL is operated for DOE by Midwest Research Institute and Battelle.
<b>Situation:</b> NREL standardized on Verity Ultraseek in 1997, replacing two ineffective legacy search engines in use across the organization’s employee intranet and two flagship public websites (www.nrel.gov and www.eere.energy.gov). Ultraseek provides NREL with greater productivity, higher user satisfaction, minimal administrative overhead and improved decision-making capabilities.
<b>Application:</b> Intranet search; Public website search
<b>Industry:</b> Government; Research and Development
<b>Solution:</b> Verity Ultraseek, Content Classification Engine
<b>Platform:</b> Solaris

*“Ultraseek’s search logs are a goldmine. NREL uses the information to guide our decision-making around content development, search engine optimization and site information architecture.”*

- **Browse and Search:** For easier searching, Ultraseek’s Content Classification Engine classifies more than 100,000 documents into 850 topics related to energy efficiency and renewable energy on [www.eere.energy.gov](http://www.eere.energy.gov).

On an ongoing basis, Ultraseek provides NREL with the tools it needs to administer search with minimal overhead across the intranet and public websites.

“This is a one-person search management shop so administration has to be easy,” Luevane says. “With Ultraseek, everything is straightforward. This includes updating your index, selectively re-indexing your sites, and getting accurate, up-to-date statistics on your documents and search queries.”

**The Benefits of Verity: ‘Positive Search Experience for All’**

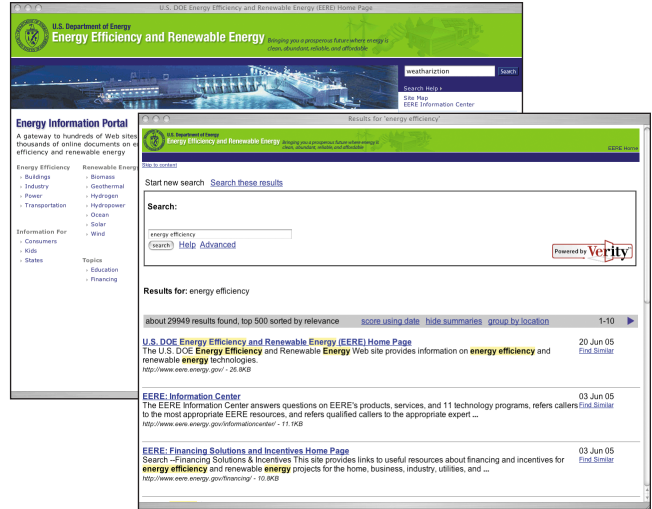
Whether it’s higher productivity, greater user satisfaction, better decision-making or the ability to meet U.S. government regulations for information access, the value of Verity Ultraseek can be quantified in many ways at NREL.

“We consider Ultraseek a bargain,” says Luevane. “For the small amount we spend on maintenance and our time on administration, we get 128,000 documents indexed, more than 2 million searches per year, and a positive search experience for all users.”

Ultraseek’s superior search relevance contributes to greater productivity to several groups of employees—from the staff who find critical information faster on the intranet to those responsible for responding to visitor questions.

“Ultraseek saves NREL webmasters a considerable amount of time because they no longer spend their day answering email questions about where to find content from the millions of people who visit our public websites,” says Luevane.

Ultraseek’s ability to analyze search usage also pays big dividends at NREL. “Ultraseek’s search logs are a goldmine,” Luevane says. “NREL uses the information to guide our decision-making around content development, search engine optimization and site information architecture.”



Finally, Ultraseek effectively complies with Policies for Federal Public Websites M-05-04, which details the requirements governing search engines on U.S. government websites. “We haven’t had to give compliance a second thought,” says Luevane. “With Ultraseek, we are covered.”

**About Verity**

With headquarters in Sunnyvale, California, Verity provides enterprise search software that enables organizations to discover, analyze and process all the information within their enterprises. The company’s solutions provide integrated search, classification, recommendation, monitoring and analytics across the real-time flow of enterprise information, along with self-service Q & A. In addition, Verity’s business process management and content capture solutions activate information and accelerate its flow from person to person and between systems. Verity technology also serves as a core component of more than 260 applications from leading independent software vendors.

Around the world, more than 11,500 organizations of all sizes and types rely on Verity to manage their intellectual capital. In the private sector, these include ABB, AT&T, AXA, Bristol-Myers Squibb, Capgemini, Capital One, Cisco, Deloitte Consulting, EDGAR Online, Ford, GMAC, Hewlett-Packard, Kaiser Permanente, KPMG, Mayo Foundation, PricewaterhouseCoopers, SAP, UBS and Verizon. In the public sector, customers come from all levels and branches of government, including the U.S. General Services Administration, the U.S. Air Force and Army, the U.S. Department of Defense, including the armed forces units, and the U.S. Departments of Energy and Justice. Independent software vendors that integrate Verity include EMC Documentum, FileNet, Lotus, Oracle, Stellant, TIBCO and Xerox DocuShare.

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