Government Search Cloud is Top of the Class

NSW Department of Education has opened the door to the education community by introducing a full SaaS Enterprise Search solution to revolutionise access to information for all staff, students, parents, and the community!

235M
Search results
since go live

200K
Peak results returned
per hour

2M
Using Kapish
Search Cloud

Client

NSW Department of Education ("DoE") ensures young children get the best start in life by supporting and regulating the early childhood education and care sector. We educate and inspire children on their lifelong learning journey – from early childhood, through schooling to vocational education and training. We're proudly public and the largest education system in Australia. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Product / Service

Kapish Search Cloud is a cloud-based solution, delivering cognitive enterprise search as a service, powered by OpenText IDOL.

Kapish Search Cloud is an AI-Based Data Analytics Platform for the analysis of structured and unstructured data, including, images, audio, and video not just text. Kapish Search Cloud has over 500 analytics functions, from conceptual and contextual search, patterns and concepts, entity recognition, recommendations, data profiling, data relationships, on the fly categorisation, and more. Kapish Search Cloud offers comprehensive analytics on all unstructured data types.

Kapish Search Cloud can access almost any data anywhere with over 150 connectors and can process over one thousand file formats. Although it can access many sources, it does not bring the data to its index, what it does is intelligently extract patterns, correlations and meaning.

Kapish Search Cloud is designed to meet the global needs of government, regulated industry, and enterprises. Kapish Search Cloud enables corporate knowledge discovery with a single, reliable, secure cloud solution which can enable search anywhere, anytime, and from any device.

opentext™

Outcome

Enhanced search capabilities across 19.5 million indexed records, whilst returning 200,000 peak search results per hour. Accessibility of DoE information has never been more readily available to staff, students, and parents, through a user-friendly interface with scalable SaaS architecture. Saving DoE both time and money every minute of every day.

Objective

DoE sought to implement a Cognitive Search Solution that would improve searching capabilities for Staff, Students, Parents, and the Community. DoE has over 200,000 web pages, millions of library books, documents, spreadsheets, presentations, video, and audio files as well as countless databases and document stores that both staff and the community need to search.

Challenge

- DoE's website and applications search experience had not met the expectations of their staff for many years with the previous product not meeting the evolving needs of a large organisation, with the struggle to find information.

- Finding relevant information was difficult and was hindered by multiple information repositories.

- Large and distributed user base of students, parents, the community, and internal staff, within over 2,200 NSW public schools.

The sheer volume of digital content made finding specific information like finding a needle in a haystack.

Problem

Faced with the challenge of making over 200,000 web pages and millions of library items, documents, and multimedia files easily accessible, DoE needed a robust and scalable search solution. There was concern about integrating such a vast array of digital resources efficiently.

Solution

Kapish, a leader in secure SaaS solutions, was chosen for this project. DoE's goal was to implement an Enterprise Search system capable of integrating and indexing DoE's extensive digital resources.

Kapish Search Cloud was chosen because of a focus on scalability and flexibility to meet future requirements that would meet future needs and expansions in DoE's ever changing data landscape.

Kapish's has a proven track record of delivering large-scale projects with a user-centric approach.

Results

The implementation led to a significant and immediate improvement in search efficiency along with enhanced user experience. Additionally, the scalable architecture of Kapish Search Cloud ensures it can adapt to future expansions.

Kapish Search Cloud is returning 235 million search results, 13 million of those searches are optimised with AI enhanced relevancy ranking, and 13 million with searches enriched with synonyms, spell checks and keyword boosts and promotions, with the ability to return 200K per hour peach search results.

> Staff and students can now access information quickly and easily, which has remarkably improved DoE's day-to-day operations

Having the data at the education communities' fingertips is saving time and effort for staff and students and enabling student family members to keep informed.

Benefits

- **Enhanced Accessibility:** Easier access to resources for staff, students, parents, and the community.

- **Improved Efficiency:** Quicker and more accurate search results, leading to time savings.

- **Scalable Architecture:** The system was built to accommodate the DoE's growing digital needs.

- **User-Friendly Interface:** The interface was designed to be intuitive and simple to use.

- **Comprehensive Coverage:** Effective indexing of a wide range of content types

Conclusion

The Kapish Search Cloud project underlines Kapish's commitment to delivering advanced technology solutions that meet client expectations. Their approach to large-scale, complex projects emphasises user-centric design, as demonstrated in this project.

Positive feedback provided by NSW Department of Education highlights the success in improving access to information and search efficiency.

This case study demonstrates Kapish's expertise in SaaS and Enterprise Search solutions, contributing to the advancement of educational technology and resource accessibility for the wide education community.