CDW Co-workers Find What They Need, When They Need It with X1® Enterprise Server

"Now CDW co-workers use a desktop client and enterprise search tool to find what they need in five seconds or less. It's tremendous productivity that goes back to our customers."

– Rich Lauwers, Senior Manager, Process and Compliance

CDW Corporation, a leading provider of technology products and services to business, government, and education, promises customers, "What You Need. When You Need It." But that same philosophy may as well apply to its 5,880 co-workers.

When Rich Lauwers first joined CDW, his first order of business was implementing a records management system and processes that would allow co-workers to find emails and documents more quickly.

At the time, co-workers used a variety of desktop search methods. Without the ability to narrow query parameters, a single search could take up to 15 minutes and extend through years of emails. Customer-facing departments like sales and customer service particularly needed to find information fast in order to remain productive and serve customers.

Search Across the Enterprise

Lauwers evaluated secure desktop search solutions from X1 Technologies. X1 solutions help business users easily access and act upon information that resides anywhere in the corporate enterprise.

For CDW, X1 offers functionality critical to the company's records management objectives. With enterprise search into the company's records management system, the company doesn't need to create large indexes of data stores like public folders in Exchange or LAN shares.

"X1's combination of enterprise search across large data stores, a great user interface, and the ability to find local information that's actionable were real differentiators for us," said Lauwers, Senior Manager, Process and Compliance. "Also important was integration of email and other types of content, whether it be local or enterprise-driven."

Moreover, X1 fits nicely with CDW's security policies. By honoring the company's security profiles, X1 gives CDW confidence that information is properly secured across all data repositories.

Customer
CDW Corporation
www.cdw.com

Business Challenge
Increase employee productivity and improve records management compliance.

X1 Solutions
- X1 Enterprise Server
- X1 Professional Client
- X1 Content Connector for Microsoft® Exchange
- X1 Content Connector for Files
- Custom Content Connector to Meridio

Benefits & Results
- Search extends across email and files, at the desktop and enterprise levels.
- Employees find emails in five seconds or less.
- Productivity supports all business areas, including customer responsiveness.
- Employees more easily comply with records management policies.

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Case Study

Simplifying Records Management Compliance

CDW implemented the X1 Enterprise Server, and extends access to desktop users with the X1 Professional Client. The X1 Content Connector for Microsoft® Exchange enables search of Microsoft Outlook emails, while the X1 Content Connector for Files brings documents into searches.

X1 Professional Services worked directly with Meridio, CDW's records management system vendor, to create a custom Content Connector to allow search of those records. "When a coworker finds a business record with X1 search, they can easily migrate it to the Meridio records management repository with X1's post-search action capabilities," Lauwers said. "The Content Connector to Meridio then ensures that co-workers feel comfortable that, when they move documents to Meridio, they can still find it when they need it."

As CDW's automated disposal clears the server of old emails, employees can remain confident that important ones are stored and easily accessible in Meridio. "Our policy is to make things easier for people by keeping emails they need for as long as possible," he said.

X1 search also helps co-workers more easily comply with the company's records management policies by enabling them to migrate important information easily to permanent storage.

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Finding Information in Five Seconds – or Less

CDW co-workers throughout the company and across five nationwide offices use X1 to search for email and files. Employees optionally choose to install X1 on their desktops, however, as they learn about the speed of X1 in records management training, many choose to use it.

"Co-workers are amazed by how quickly they can find things, and they're getting quite innovative in knowing all the search parameters," Lauwers said. "This is not a 50,000 results set Google search. It's very narrow search based on a specific inquiry that the end user can directly modify and see results happen as they type."

Lauwers knew X1 passed the test when word came from sales that they could find any email message – across all email, whether in Exchange or local PST files – in five seconds or less. Based on search frequency, he estimates that saves a co-worker up to an hour a day.

"Now co-workers use a desktop client and enterprise search to find what they need in five seconds or less," Lauwers said. "The productivity that has helped them give to our customers has been tremendous."

With innovations like this, CDW also contributes to the positive morale that has earned the company spots on Fortune magazine's "100 Best Companies to Work for in America" and Computerworld's "100 Best Places to Work In IT."

> **Now employees use a desktop client and enterprise search to find what they need in five seconds or less.**

24x7 Support

Lauwers also credits X1 with simplifying his responsibilities. Co-workers find information on their own without additional assistance. At times, Lauwers creates and sends customized X1 search profiles to employees to help them with specific search challenges.

"I can show an employee how to find every copy of a spreadsheet on their desktop," he said. "It's hard to diminish what an important thing that is."

With X1 rolled out to file servers, CDW plans on implementing X1 for SharePoint to further increase productivity. Lauwers remains confident that X1 will continue to be an effective desktop search solution for CDW and X1 Technologies a trusted partner.

"Support has been fantastic," he said. "I mean, it's 24x7 capabilities, the ability to triage requests and respond appropriately. And they've acted on product feedback we had. They keep incorporating improvements into the solution."

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.