

Relevant work information quickly to hand

Responsive and accurate searching in Confluence and Fileshares

Many people believe that enterprise search software is only suitable for large companies. The fact that medium-sized companies can also benefit considerably from intelligent search is demonstrated by the example of the HR service provider PeopleStrategy. The company now not only uses the iFinder software from search specialist IntraFind for searching in Confluence but is also increasingly connecting other data sources.



Confluence as the basic platform

Originally designed as an enterprise wiki system with a focus on knowledge exchange and documentation, Confluence from the Australian manufacturer Atlassian has been continuously developed and today stands for a central source of information with a focus on teamwork. The solution is very successful and widely used in the market. It has long been used by many companies and corporations as a central intranet platform, where it is heavily populated with content.

The Challenge

At PeopleStrategy, Confluence serves as the central source of company information and is a valuable and essential knowledge database for employees.

As the database grew, Confluence users found it increasingly difficult to quickly and accurately find the right content via search. Employees spent more and more working time searching for relevant information and were still sometimes unable to find what they were looking for. In addition, Confluence is one of the company's most-used and fastest-growing systems, further exacerbating the search problem.

However, Confluence offers a real advantage: in the Atlassian marketplace, there are many additional apps for various requirements. That's how the company became aware of the search solution for Confluence from IntraFind.

Project Overview

Industry: HR software and services

Challenge: To make knowledge in Confluence and Fileshares accessible quickly and effectively

Solution: iFinder Confluence Search software, which can connect further data sources and applications to the search in addition to Confluence

Users: About 150 employees

Customer Profile

PeopleStrategy - All-in-one platform for HR, recruiting, benefits and payroll

From intuitive, hire-to-retain HR technology to comprehensive benefits consulting and HR services, PeopleStrategy offers employers a single source for the tools and services necessary to attract, manage and retain talent. PeopleStrategy is based in Edison, New Jersey, USA.

The Solution

IntraFind initially supported the company with a proof-of-concept installation of iFinder Confluence Search. Soon after, PeopleStrategy deployed the software productively: the new iFinder search in Confluence was immediately activated for all employees. Thanks to the intuitive search interface and the seamless integration into Confluence, the employees could work productively with it immediately, even without training.

PeopleStrategy was thrilled with the scope of services of iFinder Confluence Search – especially since the system can be expanded and additional applications and data sources can be integrated into the central search.

With the iFinder search in Confluence already having brought great benefits to the company, about one year later it added several important company Fileshares to allow employees to find company- and contract-related documents more easily.

Among the many features of iFinder are the search profiles, which the HR company was able to create itself. Search profiles are preset search spaces that facilitate search entry or accelerate the search process.

The search profiles are subject to a rights-and-roles concept and can in turn be assigned to user groups. The relevance and order of hits can be controlled individually for each search profile. Each user group receives search functions that are precisely and optimally adapted to them.

Employees can now find results from both Confluence and the Fileshares immediately and accurately with one search query. PeopleStrategy wants to expand its search system and plans to add additional Fileshares and possibly Atlassian Jira content in the future.

Conclusion for PeopleStrategy

“PeopleStrategy is a predominantly remote organisation, making it imperative that facilities used for communication be simple to use, responsive and accurate. Sophisticated search capabilities provided by IntraFind increase the value of using Confluence without significantly increasing the cost of delivering the content.”

“IntraFind empowers our colleagues to find the information they need faster and more efficiently, which allows them to work more efficiently. IntraFind was chosen because it provides enterprise-class search capabilities for a reasonable cost.”

Steven Payne

Chief Technology Officer & Chief Information Security Officer, PeopleStrategy

Key Benefits

- + Enable employees to quickly access work-related information
- + Reduce research times for employees
- + Improve help desk service times
- + Efficiently manage future data growth



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