

Intelligent searching

# **ELO iSearch**

The Key to Competitiveness

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## Making information retrieval simple and easy

ELO iSearch opens a completely new chapter in information retrieval. Its powerful search engine finds the information you are looking for with ease.

Employees are able to access information in the ELO repository from a variety of applications, including ERP systems, CRM systems, and e-mail programs. This produces top-quality results, and the search results can be widened or refined with a mouse click - no training is required.

## Intelligent search method

Besides metadata searching or searching for documents within a hierarchical filing structure, full text search offers another alternate way to search for information. However, full text searching has its limitations. For example, a search for "insurance policy" will only return results containing the exact combination of words.

ELO iSearch also finds documents that contain only the word "insurance" or only the word "policy". Intelligent dictionaries break compound words like "insurance policy" down into their basic forms. The words are also converted back to their root form so the user no longer has to worry about plurals or inflected forms or other compound words when entering search terms - the search engine does this in the background.

A search for "insurance policy", for example, also returns hits containing "policy", "policy's" and "policies".

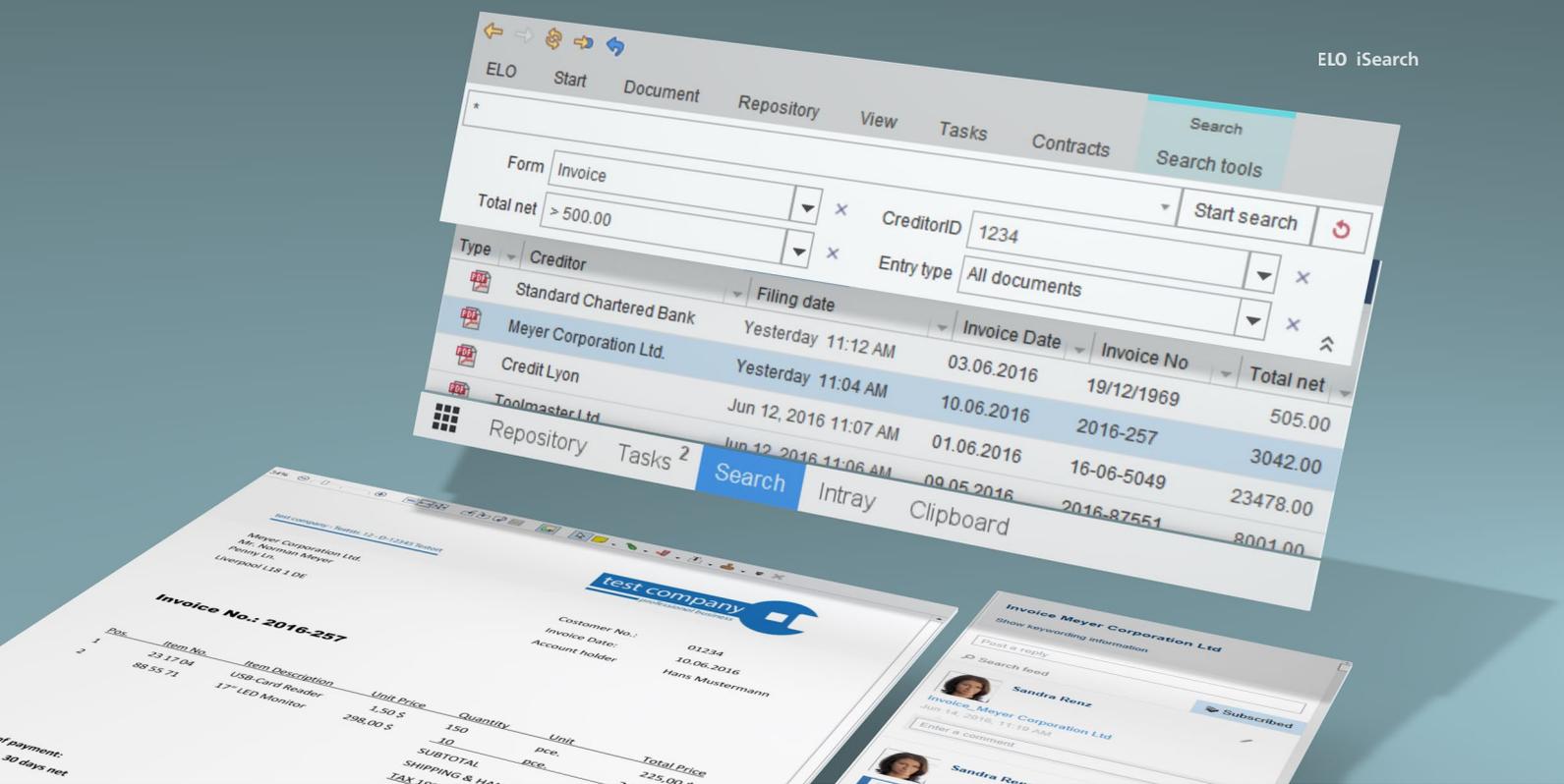
## Correction of errors

Entering the search term is just the start of the search request, and it is easy to make typing errors. Many search applications do not assist the user in this regard and simply display no results. If the user enters "policy" instead of "policy", ELO iSearch displays the message: "Do you mean policy?" This intelligent monitoring picks up on typing errors, improving the search results or in some cases ensuring that there are any hits at all.

## Use of alternative search terms

Search requests using structured metadata search tools are often very precise and very specific. Searching for an invoice, contract or quote number in the whole repository produces fast and reliable results.

However, the person searching for documents is not always 100% certain about what they are looking for.



This kind of search is generally very time-consuming. When searching for "policy", other similar keywords may be relevant. The synonym search on the iSearch engine can suggest related search terms.

When the user searches for "policy", the system will then display appropriate alternatives such as "agreement" or "contract". At this point, the user will see how powerful the new search technology is.

### Semantic search

The search request also returns suggestions that the user was not specifically looking for but is related to the terms entered. These are derived from the content, which means the user obtains additional information that may also be of relevance.

In combination with logical operators, searching via index information and/or full text content, this function forms the basis of ELO iSearch.

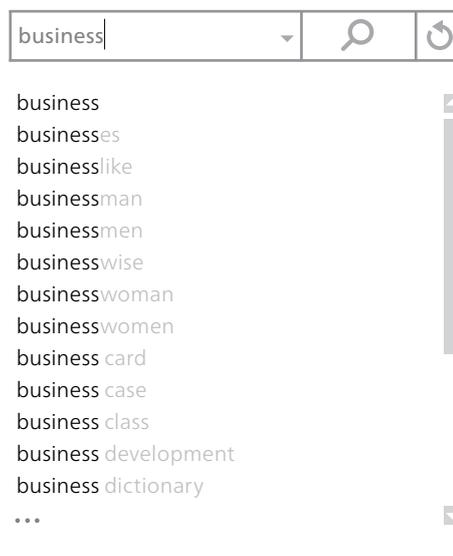


Figure: Suggestions related to the search term entered

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ELO® is available from:

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## USA

ELO Digital Office Corporation,  
214 Lincoln Street, Suite 304, Boston,  
MA 02134, USA; info-usa@elo.com

## Europe

ELO Digital Office GmbH, Tübinger Strasse 43,  
70178 Stuttgart, Germany; info@elo.com

## Asia

ELO Digital Office Indonesia, Graha Kencana Building, 2nd Floor,  
Raya Perjuangan 88 Kebon Jeruk, 11530 Jakarta, Indonesia; info@elo.co.id

## Asia-Pacific

ELO Digital Office AU/NZ Pty Ltd, Level 7, 146 Arthur St,  
North Sydney NSW 2060, Australia; info@elodigital.com.au



For further  
information, go to:  
[www.elo.com/en/isearch](http://www.elo.com/en/isearch)

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