

LEVERAGING INFORMATION FOR ACTION



EXALEAD®

For nearly 15 years, EXALEAD has been helping customers to access, explore, and analyze the most relevant information required by the functions and departments of their organizations. By evaluating customer needs in conjunction with the evolution of distribution channels, EXALEAD has determined that the kind of information inherent in business processes fits into three domains:

- **Customer Interaction:** Collect information to better know and engage with the customer.
- **Digital Assets:** Reveal existing information throughout the enterprise, capitalize on and reuse it (for example, product information).
- **Machine Data:** Compile, analyze and uncover the value of machine data to create new services.

THE INFRASTRUCTURE

EXALEAD CloudView™

The EXALEAD CloudView platform enables organizations to gather, align and enrich today's distributed, diverse Big Data—whether internal or external, structured or unstructured, simple or complex—and to deliver that information in a way that makes instant sense to users in their own context, anywhere, any time.

Engineered for enterprise and Web delivery, the CloudView search engine powers all EXALEAD custom and packaged solutions. It transforms large volumes of heterogeneous, multi-source data into meaningful, real-time information intelligence, available in context to help users improve business processes and achieve competitive advantage by:

- Extracting more value from existing digital assets;
- Accessing and analyzing mounting volumes of new data;
- Ensuring fresh, always up-to-date information; and
- Capitalizing on and reusing that information cost-effectively.

The EXALEAD CloudView infrastructure consists of four core components administered via a Management and Monitoring Console:

• CloudView Connectivity

Collects Big Data in real time from any enterprise, cloud or Web source

• CloudView Semantic Factory

Aligns and enriches semi-structured and unstructured data

• CloudView Index

Builds a unified index from diverse data; processes billions of queries and executes complex analytical computations at sub-second rates

• CloudView Mashup Builder

Enables rapid, drag-and-drop creation of consumer-style dashboards and business applications

Key Capabilities

Primed for Big Data

CloudView is a highly scalable, high-performance data processing and indexing system with response time and throughput capacities essential to Big Data environments. It enables organizations to process, index and access billions of records of any type on simple-to-configure hardware.

Deep Semantic Functionalities

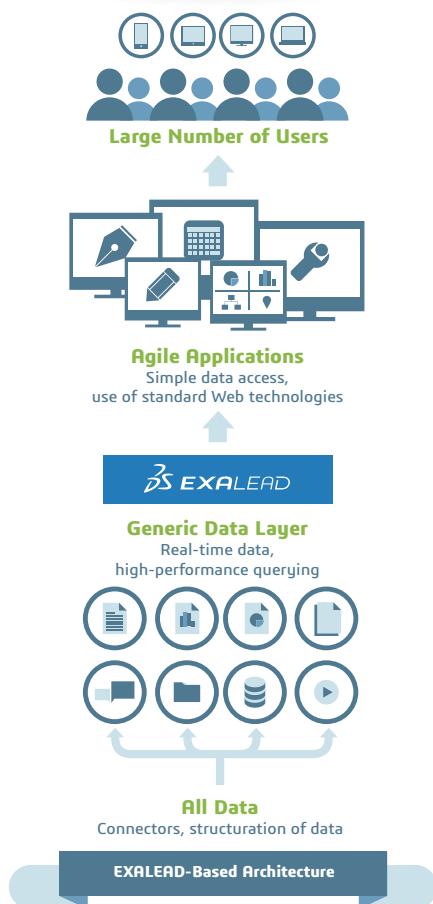
The CloudView Semantic Factory is a Web-scale toolbox to analyze and leverage real-world content. It extracts business facts, relationships and opinions from huge stores of diverse data in multiple formats (e.g., email messages, videos, Web pages, log files, etc.) and languages, and meaningfully integrates that content with structured content from enterprise applications, databases and data warehouses. This powerful toolbox helps customers generate maximum value from existing assets while creating a single data layer to support business applications.

Agile Search Application Development

CloudView enables organizations to prototype and deliver custom discovery applications more rapidly, safely and flexibly than with any other discovery platform. It offers an extensive connector suite, a drag-and-drop development framework, and an industry-leading library of 100+ application widgets to support mobile and fixed applications that incorporate a broad range of functionality, including search and faceted navigation, quantitative and qualitative analytics, rich content mashups, and sentiment analysis.

Hands-on Information Discovery & Analytics

Situated at the intersection of search and Business Intelligence, CloudView offers best-of-breed search-based data discovery technology to deliver simple full-text search, faceted exploration, and dynamic visualization of diverse, multi-source data. By making it simple for ordinary users to find, discover, analyze and share information wherever it lives, CloudView enables organizations to improve knowledge capitalization and resource efficiency and to foster collaborative innovation.



PACKAGED SOLUTIONS

In addition to customizing Search-Based Applications, EXALEAD has packaged the following solutions to reveal hidden value by addressing common business needs.



exalead-onecall.com

EXALEAD OneCall

Would you like to improve contact center agent efficiency? OneCall unlocks the value of data and information spread across company systems, freeing up your agents to engage customers in ways previously not possible. Customer questions enter the enterprise from multiple channels (phone, emails, face-to-face in stores, etc.), and the data to help answer these questions come through many different systems and technologies. Designed for busy contact center agents or vendors and managers who operate directly on the “frontlines” interface between a company and its customers, OneCall delivers the right information, at the right time, and in the most intuitive way possible, directly to the agent—allowing you to dramatically improve agent-to-customer interactions.

- Improve response time and quality
- Increase first-call resolution rates
- 360° view of the customer (from inside & outside the enterprise)
- Grow customer satisfaction and loyalty
- Leverage more value from existing CRM and IT investments

“EXALEAD OneCall offers our operators a new level of efficiency in their interaction with customers. We’ve moved from nine applications to a single interface bringing together all relevant and in-context information in order to respond effectively: calls are optimized and handled more smoothly. Beyond customer satisfaction, OneCall has also allowed us to reduce by about 30% the cost of a call!”



– M. Bamba
Managing Director, OCIT
(Orange Côte d’Ivoire Telecom)



exalead-onepart.com

EXALEAD OnePart

Are you interested in making the most of your legacy parts? With OnePart, engineers, managers and technicians can quickly and easily find, capitalize on and reuse existing parts, product designs and other related information hidden anywhere inside the organization. OnePart advanced technology indexes, classifies and makes available comprehensive 2D and 3D information useful for product design and manufacturing processes. CAD designs, CAE/FMEA/testing data, specifications, procedures, policies and other related records and content can all be searched and retrieved. Among its powerful functionalities, OnePart provides side-by-side, sequential lists and other summary information views for rapid comparative analysis and best alternative selection. It uses Web-innovated semantics, analytics, mashup, and Big Data management technologies to cost-effectively overcome information access challenges commonly found across multiple enterprise applications.

- Accelerate time-to-market and new project start-up
- Reduce redundant manufacturing raw material and parts inventory
- Improve quality through reuse of proven, tested designs, specifications, sources and procedures for existing parts
- Reduce design decision risk by better leveraging previous work
- Lower costs and improve productivity

CUSTOMERS

EXALEAD Dassault Systèmes clients in 12 industries include hundreds of leading organizations, such as Bibliothèque nationale de France (the French National Library), CSC (Computer Sciences Corporation), Dassault Aviation, Monoprix, Thomson Reuters, and the U.S. Departments of Defense and Justice.

“When we needed innovative technology that could collect and analyze internal and external data quickly, whatever the format or location, we chose the unique semantic capabilities of EXALEAD. Its 360° view of all customer data provides end-users with analytical discovery pages that help them make smarter decisions and improve their operational efficiency.”



– Dario Resnati
Chief Innovation Officer
BNP Paribas Securities Services

“We have a fantastic opportunity to exploit the massive amounts of data collected throughout the lifecycle of our fighters, like the Rafale. We plan on using EXALEAD to comb through huge volumes of data to help us find information that we do not necessarily know exists but that we suspect may help us make more accurate diagnostics, faster.”



– Alain Bianchina
Head of Innovation
Dassault Aviation

About EXALEAD

Founded in 2000 by search engine pioneers, EXALEAD, a Dassault Systèmes S.A. subsidiary, provides information discovery experiences that give users powerful new ways to understand their business and their world. Every day, over 65,000 business decision makers, half a million enterprise search users, and 110 million Internet users rely on EXALEAD to search, explore, analyze, visualize and act on the knowledge EXALEAD reveals, resulting in smarter decision-making, improved customer satisfaction, more efficient operations, lower costs and reduced risks.

About Dassault Systèmes

Dassault Systèmes, the **3DEXPERIENCE** Company, provides business and people with virtual universes to imagine sustainable innovations. Its world-leading solutions transform the way products are designed, produced, and supported. Dassault Systèmes’ collaborative solutions foster social innovation, expanding possibilities for the virtual world to improve the real world. The Group brings value to over 170,000 customers of all sizes, in all industries, in more than 140 countries.



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