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**VERITAS Senior Director of Technical Services, Lee Small, - in his own words...**

"SLI Systems' Learning Search technology has increased the speed and ease with which VERITAS customers find relevant support information."

"By keeping relevant documents in the top rankings, visitors are most likely to see the content, and are less likely to call our support line for help."

"SLI Systems helps bridge the gap between sophisticated product users and those without as much experience through its related search terms, so that every user can find the information they need much more quickly,"

"The authors and editors of our technical documentation are continuously updating and improving content, and the reports we gain from SLI Systems help them to focus on the areas of the Knowledge Base that need the most attention."

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## **There's still more in store for VERITAS**

VERITAS Software customers and content authors/editors are finding the more they search the more they find, due to SLI Systems' Learning Search technology.

### **Learning Search – the hosted site search service that adjusts according to user behavior. It searches, learns and improves.**

VERITAS customers were searching and then left wanting. The leading storage software company found that the original search technology employed on its support web site wasn't exactly what they had been looking for.

It required a level of operating knowledge that the average visitor did not possess to garner fruitful results. Information that was relevant to the visitors searching was not ranked high enough in search results - or was missed completely - a waste of the resources that VERITAS invested in creating and maintaining its extensive online Knowledge Base.

VERITAS went in search of technology that would elevate the relevance of important support site content.

### **VERITAS learned fast; a speedy demo set up.**

Within four hours SLI Systems had set up a demonstration of its Learning Search technology on VERITAS' Knowledge Base online document resource center.

With a trial in place, VERITAS could immediately compare the effectiveness of SLI Systems' search technology with the complex, expensive solutions being presented by competing search technology providers.

### **Better, faster, stronger – Learning Search enabled VERITAS to:**

- Learn from the search behavior of the support site visitors, promoting the most relevant documents to the top of search results.
- Offer visitors search suggestions based on related search terms, proactively offering terms found to be highly relevant in earlier searches on similar topics.
- Search across a range of formats, including dynamically and statically created content, PDF documentation, download descriptions and newsgroups.
- Present the search information using VERITAS' brand and site styles.



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### **VERITAS Senior Director of Technical Services, Lee Small, on Learning Search...**

"We're also able to form Frequently Asked Questions from the most popular documents. For us, the reporting tools are a significant part of the SLI Systems service."

"SLI Systems uses statistical modeling to leverage the power of human intellect and improve search results. This means that every person conducting a search using SLI Systems' Learning Search technology is benefiting from the best of all past searches."

"This is a clever approach to searching that works well in the real world and helps VERITAS to become a trusted advisor to our customers and partners."

### **Like VERITAS you too can have a Free Trial of Learning Search™**

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### **With constant reports Learning Search just keeps getting better.**

SLI Systems also included reporting tools in its Learning Search service; enabling VERITAS content editors to analyze search behavior. They could then focus on providing content most frequently searched by visitors and identify potential holes in the Knowledge Base.

SLI Systems customized these tools for VERITAS so that content editors, who have responsibility on a per-product basis, can keep track of visitor behavior in their own areas of work.

Experts in search behavior at SLI Systems regularly analyze the way visitors are interacting with the VERITAS support site overall, recommending improvements where appropriate.

Learning Search operates from SLI Systems' own server, reducing VERITAS' cost of traffic load and ensuring quality maintenance, freeing VERITAS to focus on content rather than maintaining a search service.

Contact SLI Systems to learn more:  
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