

**Objective**

A future-proof, easy-to-administer search solution for all the search requirements

**Approach**

Procurement and selection process across multiple suppliers

**IT Matters**

- A reliable search solution
- Simple administration
- High-speed indexing of various data

**Business Matters**

- Cost effective as all of the Free State of Saxony's administrative departments can access the solution
- The solution can be adjusted quickly to suit the specific requirements of the individual administrative departments
- Relevant search results powered by HPE IDOL provide excellent recall and precision values
- Highly future-proof, safe investment due to ongoing development of the solution by HPE and T-Systems

# The Free State of Saxony introduces a fast and economical search solution

HPE IDOL provides a centralized search solution for German state



The Saxon State Chancellery worked with T-Systems to introduce HPE IDOL as a search solution for website content. It now also provides this software to the administrative departments as a centralized solution for their internal and external search requirements. This has enabled geodata searching as well as searching within the Saxon State Archive's electronic archives.

**Challenge****Many solutions, high administration cost**

Saxony is one of Germany's 16 states. The Free State covers 18,420 square kilometers, and is currently home to 4.05 million people. The Free State of Saxony is a little more than 10 years old and started to build the central e-government infrastructure of the Saxon government.

The term "e-government" is mostly used to describe the ability to access administrative services easily from your home computer. More and more complex information provided by the administrative departments is being made accessible via the internet. The departments can deal with requests submitted online, and the result is then returned via the internet.

“With Hewlett Packard Enterprise, we are well-positioned to meet the diverse requirements of the different administrative departments. The HPE IDOL solution is reliable, future-proof and a safe investment. It is incredibly flexible, meaning we can use it in a broad range of applications.”

— Dietmar Gattwinkel, consultant at the Saxon IT Services

However, e-government also describes a broader objective; efficient administration. To do this, it uses a comprehensive range of modern information technologies to connect employees to each other and to their customers.

The Free State of Saxony first started developing its central e-government infrastructure over ten years ago. It provides the administrative departments with centralized e-government software components that are not to be further developed multiple times for economic reasons. These base components form the Saxon e-government platform. They are connected to the internal IT processes of the state and local administrative departments via secure administrative networks. “One of the base components is the search function; both citizens and administrative employees want to find information quickly and with precision,” explains Dietmar Gattwinkel, formerly consultant at the Saxon State Chancellery and now at the Saxon IT Services the person in charge of the base components for the search engines.

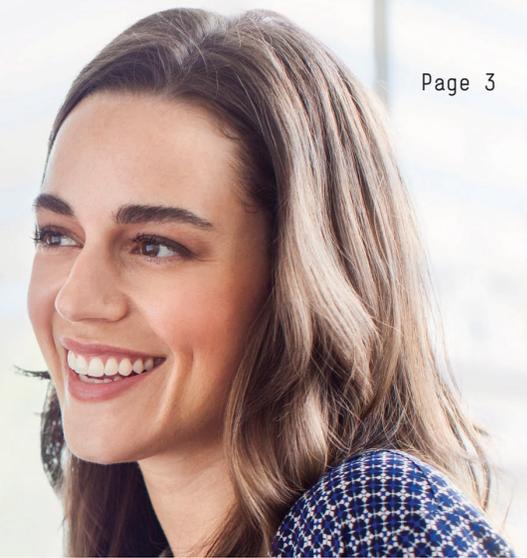
The search function was a central requirement for the Saxon e-government platform.

“Right from the start, we wanted to have a search engine that could be used with all of our systems and services, so that we wouldn’t have to develop a range of search technologies that would require the user to maintain particular knowledge and expertise,” says Gattwinkel. And that is why the Saxon State Chancellery chose to implement centralized software for searching that could, most importantly, integrate easily with the OpenText content management system. But over the years, as more and more websites were developed, the chosen solution became increasingly difficult to administer.

## Solution

### HPE IDOL is a safe investment

“We needed search software that could be specifically configured to meet the particular needs of the administrative departments. The search results needed to be better or at least as good as the leading internet search engines in terms of both recall and precision. And we also wanted a future-proof solution that would also allow us to search information and file types in the future that we couldn’t even imagine existing at the time. HPE IDOL met all of these requirements,” says Gattwinkel. “With Hewlett Packard Enterprise, we could be sure that the software will continue to be actively developed in the future. HPE’s position within the Gartner Magic Quadrant assured us that there was a vision for future developments with HPE IDOL in Saxony.



Later it became key that HPE's partner company, T-Systems, is not only German-speaking, but also has in-depth knowledge of the software and many years of experience in similar projects.

"This meant that we could be sure that we had the right general partner for all of the projects associated with the search solution."

The first place HPE IDOL was implemented was the Free State's network of websites. Around 150 different internet portals are today part of the State Portal under the sachsen.de domain; these include topic portals focusing on individual political areas, as well as the Minister-President's site [ministerpraesident.sachsen.de](http://ministerpraesident.sachsen.de) and the Amt24 service portal ([amt24.sachsen.de](http://amt24.sachsen.de)), which provides online administrative services for citizens, for instance with a form server. T-Systems integrated HPE IDOL into the Saxon State Chancellery's existing IT environment to enable searching on these portals. This involved creating a front end, connecting to databases, and all of the required software testing. Today, the majority of the sachsen.de portals are indexed by the HPE IDOL web crawler, which runs every night and indexes changes to more than 100,000 documents.

"Since the introduction of HPE IDOL, searches on our website run very well in terms of both recall and precision," says Gattwinkel. Recall refers to the proportion of all of the documents relevant to the search request that are located.

Recall is therefore the measure of how likely it is that all relevant documents are located. Precision refers to the proportion of all of the located documents that are truly relevant for the searcher's information needs. Precision is therefore the measure of how likely it is that a located document is relevant.

## **Benefit**

### **A centralized, reliable search for the administrative departments**

"Developing the website search system was a flagship project for us. Now that we have it, we can, as the central service provider for the Free State of Saxony's administrative departments, provide very effective, reliable, centralized search solutions tailored to suit the individual needs of the websites, as well as for internal searches," explains Gattwinkel.

This opportunity has been used several times since the software was introduced. This comes as no surprise; before, the administrative departments were responsible for the procurement process, implementation and administration of their own search solutions. Employees with the required expertise for this were few and far between. Now, the base component has a centralized, cost-effective solution in the form of HPE IDOL.

For example, HPE IDOL is being used for searches on Saxony's geodata portal [geoportal.sachsen.de](http://geoportal.sachsen.de).

## Case study

Free State of Saxony

## Industry

Public administration

## Customer at a glance

### Application

OpenText Document Management

### Software

- HPE IDOL

The Staatsbetrieb Geobasisinformation und Vermessung Sachsen (Saxon State Spatial Data And Land Survey corporation) turned to the Saxon State Chancellery when it began to make its geodata available online as part of the EU INSPIRE (Infrastructure for Spatial Information in the European Community) initiative. Citizens, politicians, administrative departments and businesses can use the HPE IDOL search functionality on their site to find information such as: Is my house located in a river's flood plain? Where are the planned industrial areas in a particular region? Where are the wind farms located, and where is there more wind-energy potential? Geodata helps to answer these questions with reference to particular areas.

### 3.6 million geodata records

The challenge here was to include a variety of very different types of documents in the search; from web services to files to cartographic data and standard office documents such as presentations and PDF files. In total, there are currently around 3.6 million data records. But this volume of data is not a problem for HPE IDOL. "The search engine dealt with this magnificently, it was a very positive surprise for us," says Gattwinkel. "The Staatsbetrieb Geobasisinformation und Vermessung Sachsen is very satisfied with the search solution, particularly the speed. We were also able to introduce HPE IDOL very quickly, in less than a year of development time, as the software comes with a wide range of connectors and features as standard."

Another large project with HPE IDOL has just been implemented; the public search functionality for the Saxon State Archive, which will allow archivists to search through all of the records' metadata. The State Archive is the Free State's memory; around 110 km of documents covering nearly 1,100 years of Saxon, German and European history are available across five locations.

With around 15,000 visit to the archive and approximately 10,000 written requests per year, the Saxon State Archive is one of the top three most-used state archives in Germany.

According to Gattwinkel, the greatest challenge with this project was the filing structure, referred to by the archivists as "Tektonik" ("tectonics"). In archive management, the German term "Tektonik" refers to arranging the items in groups, departments or collections. This is normally done according to the principle of provenance, time periods or topic. This system has developed within archive management over centuries, but most users who are simply looking for their ancestors, for example, are not always aware of it. "This balancing act between Tektonik and modern, convenient searching, as well as between the vocabulary used by the specialists and the citizens was no trivial matter," remembers Gattwinkel. "With the help of HPE IDOL, we can now make searching the Free State's archives easy and convenient for citizens, experts, scientists and anyone else who wants to do so," says Gattwinkel. ([archiv.sachsen.de/cps/suche.html](http://archiv.sachsen.de/cps/suche.html))

More than 1.5 million data records are indexed with the solution here. Gattwinkel explains: "The examples show that HPE IDOL has made us very well-positioned to meet the diverse requirements of the different administrative departments. The solution is very reliable, future-proof and a safe investment. Due to its high degree of flexibility, we can adapt it to suit a wide range of applications." The Saxon State Chancellery is currently considering a project that in the future would also allow video searching.

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