



Case Study

VicRoads and WebWombat deliver integrated intranet discoverability

VicRoads is a statutory corporation within the Victorian Government Infrastructure portfolio. Its purpose is to deliver social, economic and environmental benefits to communities throughout Victoria by managing the Victorian arterial road network and its use as an integral part of the overall transport system. This includes providing cost effective and accessible registration and licensing services to the Victorian community and implementing road safety strategies.

VicRoads aims to ensure the road network is in a good condition and to provide people with the necessary access to it. In doing this they manage more than 22,000 kilometres of road and 5000 bridges. They also process more than 16.5 million transactions a year for 3.5 million licensed drivers and 4.4 million registered vehicles.

Information is critical at VicRoads and having access to current and relevant information at a moments notice is critical in delivering an outstanding level of service to the Victorian Community.

The Challenge

The Intranet team had undertaken a number of successful projects to deliver a modern and functionally rich Intranet Portal for VicRoads employees that could deliver a more categorised and up to date reference of information. Categorisation and search are the two key components of information discoverability within the rich tapestry of most corporate portals.

Categorisation was accounted for well in the CMS software deployed by VicRoads. Implementing search however, posed some challenges. VicRoads needed to be able to search simultaneously across multiple Lotus Notes databases as well as content within the content management system.

The Solution

The key factor in selecting WebWombat for the project was its proven track record in the deployment of its search technology at another Victorian Government Department with similar technical infrastructure and requirements as found at VicRoads. That, combined with a local Australian capability to think and deliver a solution outside the box, meant that VicRoads was able to engage Australian know-how to overcome significant technical challenges.

WebWombat set to work implementing its search technology on a single 64 bit blade server and configured the solution to scan and search the new VicRoads Intranet

Client

VicRoads

Sector

State Government

Services

WebWombat worked with the VicRoads Intranet Portal team to integrate a comprehensive search & retrieval search engine that helps VicRoads staff to find and access a wide range of important and relevant information from across the organisations' information resources, quickly and efficiently.

Benefits

- Greater accessibility to the right information
- Reduced rework of information
- Reduced time in finding required information

Client Testimonial

"The WebWombat search engine is an outstanding tool. Our experience of implementation was very positive – the capability, responsiveness and flexibility of the WebWombat team ensured the delivery of a search solution that has provided tremendous business benefits to our organization ."

Jacqui Legge

Intranet Manager



Case Study

whilst taking in data from various sources including Lotus Notes Databases. Further configurations and fine tuning was then undertaken to integrate search results within the new Intranet Portal.

Business Benefits

One of the key business benefits of the implementation is that the search tool provides consistent and timely results to users. Users are more confident in using the search tool for discoverability across the VicRoads Intranet and are able to find information more quickly and accurately.

A key benefit for VicRoads has been WombatView's QuickView function, which enables content from Lotus Notes and other document types – including PDF, Word and image formats – to be easily viewed within the browser rather than needing to be opened in their native client application. Another function proving to be of great value is the tool's ability to extract and separately index and return documents that have been attached to Lotus Notes or web content.

WombatView has increased the acceptance and value of VicRoads Intranet Portal implementation that was otherwise hampered by the lack of an adequate search solution. Staff are now able to quickly and easily find the information they need, enhancing both productivity and staff satisfaction.

The WombatView technology is highly extensible and can also be used to search across network data and any document management system that VicRoads may implement in the future, ensuring that the current investment in search will grow with the needs of the organisation.

The Implementation

The WebWombat Enterprise Search Solution, known as WombatView, is implemented on a single 64 bit blade server and operates with the LINUX Operating system. All other software installed on the server is managed and provided by WebWombat to deliver a client an "appliance" solution.

The WombatView Search Server is connected to the VicRoads internal network and is given appropriate permissions to "harvest" information from the various data-sources including Intranet, CMS and Lotus Notes databases. During the harvesting process, additional information including other metadata and security information is collected.

The search server then establishes a search index whereby users are able to search via the VicRoads Intranet Portal. Search results from the WebWombat Search Server are delivered to the Portal via an XML feed. Those results are rendered and manipulated by the portal and presented to the user in their defined look and feel.