

Central search solution for multiple corporate portals

An international technology group uses IntraFind's iFinder enterprise search software to enable centralized search across its various corporate portals. Employees, partners, and customers can access information from the intranet, extranet, and internet via a centralized, cloud-based search - fast, secure, and globally available.



The challenge: Information silos and parallel search systems

In an international corporate environment with various digital platforms – from the internal intranet to customer and partner portals – the search for relevant information was fragmented.

The goal: A central, high-performance, multi-tenant search solution that combines multiple portals and is accessible worldwide. In addition to improving efficiency, the focus was also on consolidating the search infrastructure in a cloud-based instance.

The solution: A scalable enterprise search platform in the cloud

With iFinder, a modern enterprise search architecture was implemented that integrates a diverse range of source systems and portals into a central cloud platform. Users only see content for which they are authorized.

Multi-tenant index architecture

Several company portals were integrated as independent search tenants, including:

- **Partner Portal:** Integration of iFinder search into SAP Work Zone with search-driven widgets, autocomplete, and access to product and training data
- **Corporate Website & Marketplace:** Standardization of website, extranet, and digital marketplace into a common, customer-oriented search experience

Project overview

Customer: International technology group

Industry: Electronics, IT & telecommunications

Challenge: Consolidation of multiple portals (intranet, extranet, internet) into a central search platform with multi-tenant capability, global scalability, and secure access control

Solution: IntraFind iFinder Cloud – Central search platform with multi-client capable index, API connection, and integration into portals such as SAP Work Zone

- **Enterprise Search:** Unified search for over 10,000 employees with single sign-on and connection to SharePoint, Confluence, SAP Work Zone, and internal databases

Seamless integration & public API

Thanks to iFinder's open architecture, search was integrated directly into existing applications via public APIs. Search widgets deliver results in near real time – tailored to the portal design and user authorization.

Cloud operation & replication

The solution is operated for the partner portal and the company website in a hyperscale data center in Germany and managed by IntraFind. Index data is processed centrally in Germany and replicated with low latency to cloud locations worldwide, allowing users around the globe to access up-to-date search results. This eliminates duplicate indexing pipelines and prevents data divergence between regions. For data governance reasons, the internal enterprise search is operated on the customer's own infrastructure and has been maintained by IntraFind for many years.



Key Benefits

- + **Central platform instead of isolated solutions**
A single index instance consolidates all search applications across company portals.
- + **Faster access to information**
Users can locate the information they need quickly, whether product information, documents, or support content.
- + **Global scalability**
Cloud-based index replication ensures consistent performance worldwide.
- + **Unified user experience**
Consistent search logic and design across all applications increase acceptance and efficiency.
- + **Data security and compliance**
Permission-based search and Single Sign-On ensure secure access to sensitive data.
- + **Efficient IT operations**
Reducing parallel systems lowers costs and simplifies maintenance and governance.





Conclusion: iFinder as the backbone of digital knowledge infrastructure

With the central search solution based on iFinder, the group has established a foundation for a modern, integrated information architecture.

Whether for internal knowledge access or customer-facing portals, all users benefit from a consistent, intelligent search that makes information readily accessible worldwide.

About IntraFind

IntraFind is a leading German software provider for intelligent enterprise search, text analytics, and generative AI solutions. For more than 20 years, we have been helping companies and public sector organizations to access and use knowledge quickly, securely, and efficiently – serving customers across all industries, from mid-sized businesses to global enterprises.

INTRAFIND

IntraFind Software AG
Landsberger Straße 368
80687 München
Germany

+49 89 3090446-0
sales@intrafind.com
www.intrafind.com

IntraFind Inc.
120 Wall Street, 20th Floor
New York, NY 10005
USA

+1 212 584 9724
sales@intrafind.com
www.intrafind.com