

# Honeywell International and the Google Search Appliance



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## ABOUT SEARCH APPLIANCE

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The Google Search Appliance is an integrated corporate search solution that extends Google's award-winning search technology to intranets and websites. The Google Search Appliance is available in three models: the GB-1001 for departments and mid-sized companies; the GB-5005 for dedicated, high-priority search services such as customer-facing websites and company-wide intranet applications; and the GB-8008 for centralized deployments supporting global business units.

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For more information, visit <http://www.google.com/enterprise/gsa/>.

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## Business

Honeywell International is a \$30 billion diversified technology and manufacturing leader, serving customers worldwide with aerospace products and services; control technologies for buildings, homes and industry; automotive products; turbochargers; and specialty materials. Based in Morris Township, N.J., Honeywell's shares are traded on the New York, London, Chicago and Pacific Stock Exchanges. It is one of the 30 stocks that make up the Dow Jones Industrial Average and is also a component of the Standard & Poor's 500 Index. For additional information, please visit [www.honeywell.com](http://www.honeywell.com).

## Approach

In 2004, Honeywell completed a web redesign to better organize its information, which included new hosting, content management, improved user interface, and navigation that was designed to improve searching.

As part of the redesign, Honeywell selected the Google Search Appliance to satisfy the information needs of both its global workforce of 120,000 employees and the public seeking consumer products and business information.

Honeywell deployed two GB-1001s and a GB-5005 simultaneously. The company simply took both out of the box, plugged them in, and within one day had tested and optimized the appliances.

On the internal site, there are more than 1,000,000 documents such as project plans, presentations, and extensive product documentation, which receive 130,000 unique visitors each month. The public website consists of 400,000 files including product catalogs, data sheets, and other sales material; 400,000 unique visitors use the public site monthly.

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## Results

With the right tools like the Google Search Appliance, Honeywell now can manage its information more effectively and can share it across our organization more easily.

Since the initial deployments, Honeywell has found new uses for the Google Search Appliance. Honeywell has used the collections feature, which allows searchers the ability to search across all corporate content, or even limit their queries by business unit.

More recently, product groups inside the company have turned to the Google Search Appliance for better access to information locked in proprietary systems. The Turbo Technologies group in Transportation Systems, for instance, used the Google Content Feed API to improved search capabilities of the MatrixOne product data management solution, a collaboration tool used to share data and information for turbocharger engineering. MatrixOne contains plenty of useful information on design documentation and specifications for processes, but the search capabilities require highly structured queries and forehand knowledge of classifications.

By using the Google Content Feed API, the Google Search Appliance now indexes all the content in MatrixOne. The ability to search by keyword lets engineers locate relevant product information and solutions quickly. The response from Honeywell Transportation Systems employees has been positive.

In addition, with the OneBox for Enterprise feature in the new Google Search Appliance, Honeywell will make real time corporate information, such as enterprise resources available in SAP, searchable from a familiar Google search box.

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