

# Google Search Appliance



## Google for your company

Everyday your employees create documents, presentations, market research reports – information that has tremendous value for your company. Employees can benefit significantly from access to information, but only if they can easily find what they need. Unfortunately, that’s often not the case. Documents are inaccessible because they sit on employee desktops or in hard-to-access document repositories. Even if the content is accessible, without high-quality retrieval technology, employees find it impossible to access key corporate information. The result is valuable information that can’t be accessed by others – reducing your company’s productivity and at times leading to poor decisions based on incomplete access to information.

With the Google Search Appliance, your company’s internal search engine can be just as good as Google’s – and just as easy to use. The Google Search Appliance provides secure search across all your enterprise content – document management systems, intranets, portals, databases, legacy applications, etc. And with Google OneBox for Enterprise, the Google Search Appliance can deliver real-time business information atop search results from enterprise applications such as Cisco, Cognos, Employeease, Oracle, Salesforce.com, SAS, and many more. Google takes the burden of organizing information off the administrator and provides an easy, secure solution that gets great results every time.

## All your enterprise information, no matter where it lives

Google built its reputation on finding more and better information than any other search provider. Once you run the Google Search Appliance on your network, you’ll be astounded at how much content it uncovers. Google also helps you understand your company’s information by tracking and analyzing content across all your servers – helping you discover which hosts have the most content, which pages are missing from the search index and why, and even which pages have broken links.

## Secure search, every time

The Google Search Appliance integrates with your existing security and access control systems to provide document-level security. Users will only see search results if they have access to the source content, ensuring your organization’s information is always safe and secure. The Google Search Appliance plugs into your enterprise single sign-on system, can be authenticated against your LDAP directory service, supports both basic and NTLM authentication, PKI authentication with X509 certificates, and exposes industry-standard Security Assertion Markup Language (SAML) interfaces.

## Making life simple for administrators

By integrating hardware and software into an easy-to-install appliance, Google simplifies administering search in your organization. Without the hassle of configuring hardware and operating systems, the Google Search Appliance can be up and running quickly, and is easily maintained by a single administrator.

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### SPECIFICATIONS

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#### Search in any language

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**Auto Language Detection** Arabic, Chinese (Traditional & Simplified), Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hebrew, Hungarian, Icelandic, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish and Turkish.

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**File types** HTML, PDF, MS Office and IBM Office Suites + 200 others

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**Crawled Document Size Limits** 2.5MB for HTML, 30MB for other file types

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**Query Volume** Up to 25 queries/second

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#### GOOGLE SEARCH APPLIANCE MODELS

**GB-1001** Up to 3 million documents

**GB-5005** Up to 5 million documents

**GB-8008** Unlimited capacity

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#### ORDERING INFORMATION

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[www.google.com/enterprise](http://www.google.com/enterprise)

**Phone** (650) 253-4370

**Email** [appliance1@google.com](mailto:appliance1@google.com)

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## GOOGLE SEARCH CUSTOMERS

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The Boeing Company  
 Cisco Systems, Inc.  
 ConocoPhillips  
 Discovery Communications  
 Honeywell  
 Medtronic, Inc.  
 National Semiconductor  
 PBS  
 Procter & Gamble  
 Kaiser Permanente  
 Sun Microsystems  
 U.S. Department of Education  
 U.S. Department of Energy  
 U.S. Army  
 Xerox Corporation

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Using sophisticated software algorithms, Google has created a product that “just works.” Unlike other corporate search solutions, Google requires no labor-intensive tweaking or configuration – with experience handling billions and billions of search queries, we’ve optimized relevance to deliver high-quality results right out of the box. In case you do need extra help with a Google Search Appliance installation, we have a long list of Google Enterprise Professional partners who help customers get the most out of their Google Enterprise deployments

### End-User Experience

The Google Search Appliance offers end users many of the same benefits they have come to expect from Google.com with specific enterprise enhancements that make search easy, useful and intuitive:

**Google Quality and Ranking** Find the highest quality and most relevant documents; Google factors in more than 100 variables for each query.

**Dynamic Page Summaries** Judge relevance of results more easily with dynamically generated snippets showing your query in the context of the page.

**Results Grouping** Navigate search results easily and clearly using intelligent grouping of documents residing in the same narrow subdirectories.

**Automatic Spellcheck** Avoid missing results through typos or misspellings. Google automatically suggests corrections with startling accuracy, even on company-specific words and phrases.

**Google Toolbar for Enterprise – New** Put a Google search box in your corporate browser. Installer package enables deployment across your enterprise and custom search buttons enable integration with your Google Search Appliance.

**Google Desktop for Enterprise** Search content on your local hard drive - files, email, IM chats, web pages viewed, etc. Integrates with the Google Search Appliance to provide search results from your computer, the intranet and the Internet in a unified interface.

**Cached Pages** View search results even when the sites are down via cached copies of pages included in the search results.

**Highlighted Query Terms** Quickly find the most relevant section of a document using the highlighted query terms displayed on cached documents.

**View as HTML** Display documents without needing the original client application of the file format thanks to automatic reformatting of over 220 file formats into HTML.

**Sort by Date** Access time-sensitive information first via date sorting.

**Advanced Boolean Search** Perform complex and sophisticated queries with over 10 special query terms, including Boolean AND, OR, and NOT searches.

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### Enterprise Content

The Google Search Appliance provides high quality, Google search across all of the content in your enterprise. From file shares to web servers, document management systems to enterprise applications, the Google Search Appliance is a full featured platform for all types of enterprise content.

**OneBox for Enterprise – New** Provide users with access to an infinite variety of information sources from inside or outside the company. Google OneBox for Enterprise provides a fast front end into up-to-the-minute information across enterprise applications and services including Cisco VOIP system, Cognos, Employease, Oracle Applications, Salesforce.com, SAS, and many more.

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## CUSTOMER QUOTES

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“The number of searches performed each day has gone up eight- to tenfold.”

**Bill Corley,**  
**Manager of Intranet Technology**  
**National Semiconductor**

“Right out of the box, without any tweaking at all, the Google Search Appliance was more effective than the system we’d been working on for a year and a half.”

**Brad Hochhalter,**  
**Director, Permanente**  
**Knowledge Connection**  
**Kaiser Permanente**

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**External Meta Data Indexing – New** Index external meta data repositories and their associated documents for easy searching across annotated and enhanced content in document and content management systems.

**File System Crawler – New** Natively crawl CIFS file systems as simply and easily as crawling web pages.

**Databases** Provide access to data stored in your relational databases by crawling the content directly from the database and serving the content in a number of formats including IBM DB2, Microsoft SQLServer, MySQL, Oracle and Sybase.

**3rd Party Content Feed API** Push non-web accessible content – content from portals, content management systems, file shares - into your Google Search Appliance with a simple XML conversion.

**Continuous Crawler** New content is crawled on an ongoing basis, insuring that new content appears in search results fast.

**Web Servers** Provide access to content from all of your web servers regardless of location.

**Proxy Servers** Include externally hosted company content via crawling of proxy servers.

**Lotus Domino** Integrate with Lotus Notes environments using fast, efficient crawling of Lotus Domino servers.

**Meta Tags** Deliver search narrowing and filtering based on meta tag values and display of meta tag values in search results.

**File Types** Search more than 220 file types, including HTML, Microsoft Office, PDF, PostScript, WordPerfect, Lotus and many others.

**Languages** Restrict search results to any of 28 auto-detected languages.

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## Security and Access Control

The Google Search Appliance provides document and user level access control across all enterprise content to ensure users only see search results for documents they have access to view. Google’s access control capabilities integrate with your existing enterprise security systems and enforce the policy already in place in your content systems and applications.

**Secure Web Content** Enable secure searching of information protected by basic HTTP authentication or NTLM.

**Enterprise Single Sign-On** Integrate with forms-based single sign-on security systems, including Oblix and Netegrity to enable seamless searching across secure content.

**Secure Content API** Search across secure content using Google’s SAML Authorization API to integrate into existing access control systems.

**x509 Client Certificates** Serve secure results to users using mutually authenticated x509 client certificates.

**Lotus Domino Security** Integrate with Lotus Notes environments using fast, efficient crawling of Lotus Domino servers.

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## Administration and Customization

**SNMP Monitoring** Monitor system health and appliance crawling and serving statistics via a standard SNMP interface.

**Localized Administration** Administer your Google Search Appliance around the globe in your local language. Full administration is supported in English, French, Italian, German, Spanish, and Japanese.

**Web-Based Admin Console** Configure multiple logins and administrative roles for crawling, serving, and monitoring with an intuitive, easy-to-use interface.

**Unlimited Collections** Segment the search index to show different results to different users (for example, by domain name, geography, job function, etc.).

**Filters** Easily restrict searches to specific languages, file types, web sites, and/or meta tags.

**Synonyms** Define synonyms for company-specific acronyms or terminology and have those terms displayed as suggested alternative queries.

**Keymatch** Define matches between URLs and keywords with targeted URLs displayed above the main set of search results.

**Look and Feel** Customize search results layout pages using XSLT stylesheets or our layout design wizard. Provide different branding on different areas of your site.

**Reporting** View and export daily and hourly result sets, top queries, special feature usage and more.

**URL Tracking** View analysis of all crawled content to quickly identify problematic servers, errors and sources of content.

**RAID Support** Provides redundancy from disk drive failures, increasing reliability and uptime.

**Remote Diagnostics** Simplify maintenance through optional remote diagnostics by Google support.

**Google Enterprise Professional** Get access to Google Search Appliance experts for specialized assistance with integration and customization.