



# Customer Stories



## Search - the new sitemenu!

**Sonans took the matter in their own hands when they needed a new educational platform for students and teachers. By developing the solution themselves, they have completely adapted it to their needs. A customized search function is key to ensure knowledge-sharing.**

### CHALLENGE

Should develop a new learning platform and quickly understood that a good search is one of the most important functions for students.

### SOLUTION

Chose Haive Application Search product which, gave them great freedom and at the same time rich search functionality at a completely different price than traditional solutions.

### RESULT

Sonans quickly and easily gave users of their application a good and efficient search.

- We realized that standardized educational portals often contain more functionality than we need, while having limited possibilities for customization. That's why we decided to make our own platform, says Terje Ravnsborg, director of IT and operations in Sonans Gruppen.

Sonans Gruppen is Norway's largest provider of private student education through Sonans Utdanning, with 11000 students on 12 campuses in Norway. Additionally, they have a department that delivers follow-up education in collaboration with the Norwegian Labour and Welfare Administration (NAV). Sonans Karriere has 7-8000 course participants. Close to 600 employees ensure that the educational services are delivered across the country.

#### **Alf enables collaboration, while IT remains control**

- After mapping our needs, we concluded that we were able to develop the set of functions we wanted by using our own developers, Ravnsborg says. The platform is called Alf and is mainly a tool for interaction between teachers and students. Teachers make sure that the students can access all study materials, assign tasks and receive papers and other deliveries from the students. They can also create FAQs and «speak» directly with the students via

chat and forums. Both teachers and students can monitor student progression or task progression, and easily get an overview of schedules and tasks at hand.

#### **Knowledge-sharing with DIY solution**

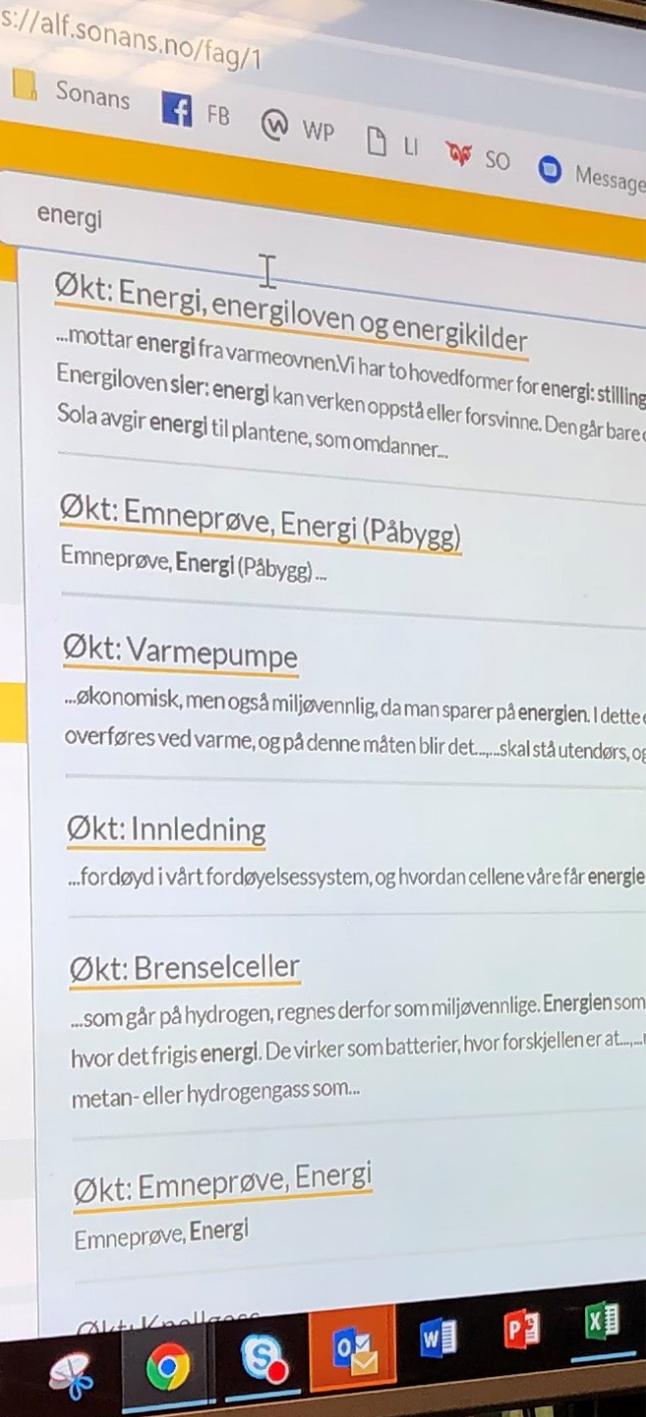
Early in the project, Sonans knew that they would need a solid search function to ensure that students got the expected benefits from the platform. They wanted to be in control over the search as well. When speaking with Haive, they found a solution that could satisfy their needs.

- Engine could be used to build the search functionality into the platform. We received a starter kit that included a search engine and two APIs: One for input to the engine, and one for output. The solution enabled us to define where and how the engine should get the information from, and how the information should be presented. The Engine makes sure everything works, Ravnsborg explains-fungerer, forteller Ravnsborg.



+47 23 00 96 00

post@haive.ai  
www.haive.ai



# Customer Stories



## Search is the new menu

Solid search functionality that generates relevant hits are becoming ever more important, as we use online platforms differently. If the search does not work, knowledge sharing does not work. Knowledge sharing is essential to websites and intranets.

- We used to browse menus to find material, but today, users search to find information. You could say that the search has become today's website menu, Ravensborg states.

- To complete the DIY solution, it is necessary to have a developer in-house that has competencies within integration – although it is no rocket science to build it. We worked to connect the content we want to index to the engine, and the presentation of the search results. We have not met

any challenges, and the collaboration with Haive has been excellent.

*One of the advantages is that there has been little need for external help to get the solution in place.*

*- The APIs from Haive have worked well for us. We did not need any additional functionality, and a couple of workshops with Haive were sufficient to enable us to get the job done.*

Terje Ravensborg

## ADVANTAGES

Sonans is very pleased that they have not needed external support to develop the search solution.

- The APIs from Haive have worked well for us. We did not need any additional functionality, and a couple of workshops with Haive were sufficient to enable us to get the job done, says Ravensborg.

They pay for a user license for the search engine and APIs from Haive, while having full flexibility to make further adjustments and fine-tuning themselves.

- We will fine-tune and adjust content to be indexed and the presentation as we move forward with the project. As we control the solution and search function ourselves, we can make the changes we want while not depending on external suppliers. We avoid expensive licenses on complex solutions with excessive functionality, says Ravensborg.

They have not calculated the savings but expect that Alf will be a cost-effective solution.

- We are able to solve all issues ourselves, that is the most important feature for us. We don't have to wait for suppliers but can make adjustments at our own speed, Ravensborg concludes.



Haive is defined as "To be in possession of something important". We believe information is the biggest asset of any organization, which is also why we have adopted Haive as our corporate brand name. Data is the goldmine of the future, and fortune favors those that is best at finding, analyzing and making use of data to create intelligent workplaces.