IBM Expertise Locator
Find experts fast, even while on the go

Rapidly access the vast, **collective knowledge of experts**

- Search for subject matter experts based on their expertise
- Contact experts quickly from within Expertise Locator
- Select from a list of popular keywords to find experts
- Add and delete tags
- Send experts network invitations
When to buy Expertise Locator

IBM Expertise Locator can add value when...

- Your business relies on finding and connecting to experts in a time-critical way
- Your products and services are in continual state of development, whereby static information such as FAQ-type pages become quickly outdated.
- Sellers need an easy way to find colleagues with knowledge
- You have a high amount of employee fluctuation and need to make it easy for new people to find experts
- Your employees are traveling and need to find expertise at a certain location
- Your users complain they cannot find experts using their Intranet (or Connections) search
## Search for Experts in IBM Connections vs. IBM Expertise Locator

<table>
<thead>
<tr>
<th>IBM Connections Search</th>
<th>IBM Expertise Locator Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>A search can return any type of content</td>
<td>A search can only return people (Profile entries)</td>
</tr>
<tr>
<td>Returns a hit on all items that contain the search term</td>
<td>Returns a hit on all Profiles that contain the search term or if any content authored by the person also contains the term</td>
</tr>
<tr>
<td>Ranks hits based on relevance and frequency of the search term in the particular item</td>
<td>Ranks hits based on a configurable weighting of profiles and other artifacts (profiles, wikis, blogs, communities)</td>
</tr>
<tr>
<td>Cumbersome to identify real experts</td>
<td>Easy to identify experts</td>
</tr>
<tr>
<td>▪ To find experts, users have to page through results to determine which authors might have appropriate expertise</td>
<td>▪ Only people returned. Result list includes expertise ranking [and explanation of basis on which ranking was made (future)]</td>
</tr>
<tr>
<td>User can enter any search term (typos are not detected)</td>
<td>System provides drop-down list of keywords when typing in search terms</td>
</tr>
<tr>
<td>▪ Easy to select popular terms</td>
<td>▪ Easy to select popular terms</td>
</tr>
<tr>
<td>Search is limited to IBM Connections content</td>
<td>Index can be configured to crawl IBM Connections and/or other external systems to infer expertise (custom solution)</td>
</tr>
</tbody>
</table>
Expertise Locator User Interface
Expertise Locator

- Login
- Menu
- Homepage

IBM Software Services
Social Business Apps Program

© Copyright IBM Corporation 2015
Expertise Locator

Search results

Private Notes

Private Notes

IBM Software Services
Social Business Apps Program

© Copyright IBM Corporation 2015
Expertise Locator

Contact Menu

Network request

Add Tags

IBM Software Services
Social Business Apps Program

© Copyright IBM Corporation 2015
Expertise Locator Quickstart

- Pre-reqs: Connections v4.5 or higher, recommended minimum 500 users for valid analytics
- Install & Configure Expertise Engine and Expertise Locator
- Verify Expertise scoring
- Conduct Enablement Session
- Includes one year maintenance and support
- Price: $32,500 USD / 30,000€, excluding customization, tuning of algorithms, and non-Connections sources
  - Additional charges for > 1000 users
Social Business Applications

Accelerate Employee Adoption
- IBM Connections Touchpoint
- IBM Connections Social Sidebar
- IBM Connections Invite
- IBM Connections Direct Messaging
- User Adoption Toolkit
- Collaboration Services for TIMETOACT

Harness Employee Ideas and Energy
- IBM Connections Crowdsourcing
- Collaboration Services for HYPE Innovation
- Collaboration Services for ProjExec
- Collaboration Services for Kaltura

Tap into Expertise
- IBM Expertise Locator
- IBM Connections Social Q&A
- IBM Social Engagement Dashboard

Manage Content
- Collaboration Services for AppSpokes
- IBM Content Migration Factory

Partner Solutions
Thank you!