

5 Questions to Ask Before Choosing an Enterprise Search & Discovery Solution

A vendor-neutral guide for IT and business leaders



Most enterprise data hides in unstructured sources—contracts, manuals, tickets, PDFs. Teams waste hours each week searching for answers, and the wrong discovery tool only makes it worse.

With so many vendors promising answers, how do you know who delivers?

This Quick Guide can help you separate promise from performance.

The 5 Questions:

1. "How do you handle unstructured content at scale?"

Look beyond keyword search. Ask how the platform processes PDFs, contracts, logs, and other unstructured sources using AI/NLP.

2. "What deployment options do you support?"

Cloud, hybrid, on-prem - your industry's compliance requirements may dictate the answer.

3. "How do you ensure security and compliance?"

Probe for encryption, role-based access, audit trails, and certifications.clf they can't demonstrate controls, it's a risk.

4. "What integrations come out of the box?"

SharePoint, Salesforce, ServiceNow, Box, Slack, and other enterprise apps should connect natively - not through heavy customization.

5. "How fast can you prove ROI?"

Ask for case examples with measurable outcomes (time saved, tickets resolved, audits passed). The right vendor should deliver results in months, not years.

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