



Search relevancy and content discovery across multi-language search with OpenSearch for a leading learning experience platform.

14 languages

Supported for Search

300 GB

Content to Search

20+

Custom Plugins

CLIENT

The client offers an AI-powered knowledge cloud platform for knowledge management and personalised learning.

This LXP platform is used internationally by The Global 2000 companies and large government organisations.

PROJECT CONTEXT

The client had deployed OpenSearch and wanted to improve their content delivery across countries. The client needed expert support for fine-tuning search relevancy across multiple languages.

The search relevancy not only needed to meet regulatory standards but also help its end users consume content and increase customer engagement.

PROJECT OBJECTIVE

- Implement and improve search relevancy
- Support for 14 languages spread across 5 regions
- Search across 300 GB of content.
- Meet Canadian regulatory compliance for French language support.

SOLUTION DELIVERY

- Evaluated 20 custom plugins for languages that were not supported out of the box.
- Developed scoring methodology for search fine-tuning by leveraging 30 attributes
- Efficient and optimized strategy for hydrating historical content with language translations.
- Optimised and improved the search query performance to respond in milliseconds

TECHNOLOGY STACK

