

Playpilot

Introduction

This case study of Playpilot is based on an October 2021 survey of Algolia customers by TechValidate, a 3rd-party research service.



“With Algolia, we have more relevant search results!”

“Algolia has helped us to stay focused. The Algolia team listens to us and has a great understanding of our business and challenges.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Algolia:

- The challenges they were trying to overcome when implementing Algolia:
 - A slow and irrelevant search experience
 - Lack of insight into customer site search
 - Cumbersome and time consuming iteration on search

Use Case

The key features and functionalities of Algolia that the surveyed company uses:

- Industry:
 - Media
- Vendor evaluated or replaced prior to selecting Algolia:
 - Elastic
- Part of the website/app powered by Algolia:
 - Site search
- How their organization leverages Algolia:
 - Algolia Recommend
 - Analytics
 - Rules

Results

Since implementing Algolia, the following benefits have been realized:

- Fast and more relevant search
- Faster time to market
- Time saved for developers

Percentage improvement in the following areas of their business after implementing Algolia:

- + 49% Decrease in latency
- + 49% Increase in employee productivity
- + 75% Improvement in customer experience

Because of Algolia...

- The business team is able to self-serve more often without bringing in the developer team.
- They now have a reliable software solution that provides outstanding customer service, and is a partner in achieving their goals.
- Their search integrates seamlessly with the tools that they already work with.
- Time-to-market and iterations are quick, easy, and seamless.

Company Profile

Company:
Playpilot

Company Size:
Small Business

Industry:
Media & Entertainment

About Algolia

Algolia is the search-as-a-service platform that enables companies of all sizes to deliver fast and relevant digital experiences that drive real results. With Algolia, consumers are able to easily find and discover what they want across web, mobile, and voice. Algolia allows developers and business teams to build and optimize delightful Search and Discovery experiences that increase online engagement, conversion rates and revenue.

Learn More:

[Algolia](#)