



Office Depot eliminates site-search maintenance costs and **boosts revenue by +12%**

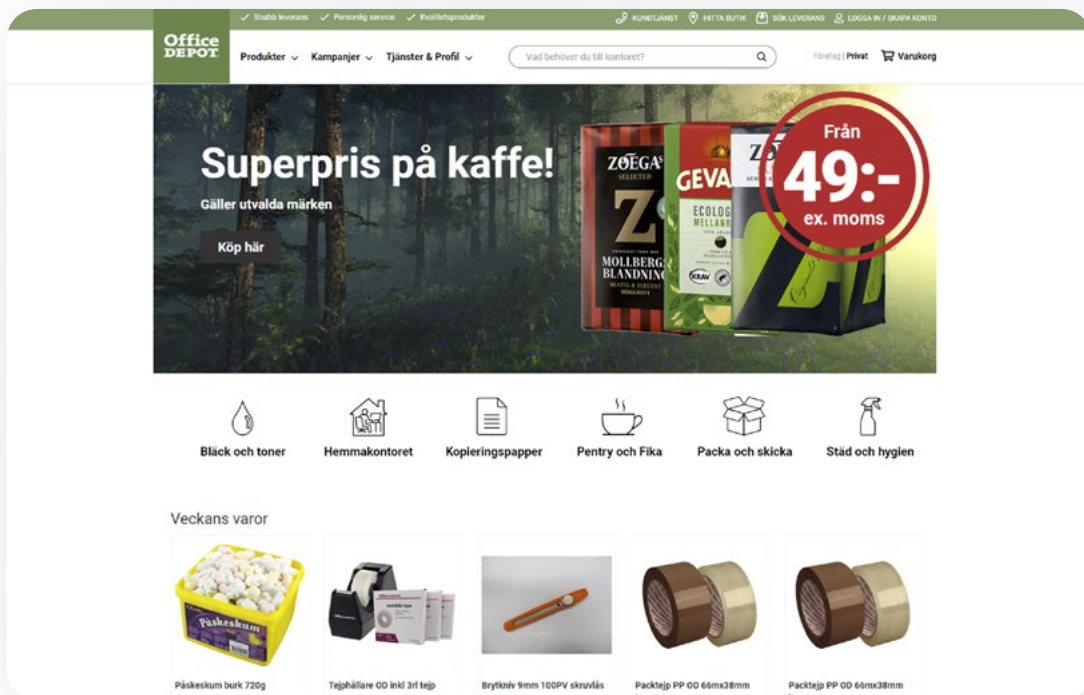
Office Depot moves from Lucene to Infinity

Office Depot's sprawling inventory suffered from low product findability, thanks to complex and unstructured product information. Its product copy was also littered with complicated and niche industry jargon that further reduced item findability, and the inventory includes several customer-specific product assortments.

The business was frustrated with the high maintenance costs its search engine incurred, and regularly failed to achieve its targets for conversion rates.

Background

Office Depot is the world's second largest office supplies retailer, with a \$11.0 billion global turnover in 2016. Before engaging Infinity, the business was using an open-source Lucene solution for eCommerce search.



The result

Within one month of adopting Infinity, Office Depot saw a 12% increase in ecommerce revenues. The business also enjoyed a 100% reduction in search maintenance costs, along with higher internal efficiency and much improved search response times.

+12%

increase in
ecommerce
revenues

100%

reduction in
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About FactFinder

FactFinder is the European leader in eCommerce product discovery and search. We help over 2,000 online shops worldwide like MyTheresa, Intersport, OBI, Stihl and Elkjøp Nordic increase revenue by 20-33% with outstanding shopping experiences.

By combining human and artificial intelligence, we understand every shopper's intent from the first click. We call that authentic intelligence. Smarter algorithms and human expertise create a union that will always give a competitive edge.

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