



## Delivering Fast, Accurate and Credible Information

**Business Challenge:** Leading industrial company needed reliable, comprehensive source of information to support its R&D and strategic positioning efforts.

**Solution:** Engineering Village, the premier web-based discovery platform for the engineering community.

**Benefits:** Ability to conduct fast, accurate and thorough searches for information requests, plus unique ability to solve critical problems through advanced yet easy-to-use search capability that allowed researchers to find similar problems outside its own industry.

Caterpillar is the world's largest maker of construction and mining equipment, diesel and natural gas engines, and industrial gas turbines. In partnership with its global dealer network, Caterpillar delivers products, services and technologies in three principal lines of business: Machinery, Engines and Financial Products, on every continent.

The Caterpillar Technology Strategy and Intelligence Group helps the company to confirm its strategy, identify trends, and manage technology IP.

Technical Information Specialists need to identify the right sources for their queries in order to get accurate, insightful information that can help their constituents move projects along more rapidly. Their major research tool is Engineering Village, which provides the department with rapid access to reputable, comprehensive information in its core industries.

Recently the Caterpillar Technical Information Center was tasked with an urgent request: to enable Caterpillar to forecast the future of the mining industry in 5, 10 and 20 years. The project involved researching 12 technologies, identifying the major players, and pinpointing emerging or declining trends.

The team turned to Compendex, the definitive bibliographic database on Engineering Village, to quickly identify the most relevant information. By leveraging key features - contextualized content, multi-faceted search capabilities, graphical view of information trends at a glance and more - the team kept the project moving along rapidly as they narrowed down the right information. The EiPatent database was used along the way to identify intellectual property. The team was able to complete the task in eight hours, complete with graphs that made it easy to share the results with Caterpillar management.

"We were able to rely solely on Engineering Village to weed through [the dozen technologies] quickly," noted librarian James Blank, "The integrated, single platform to search across multiple databases was extremely valuable." When it comes to finding information, James added, "If you don't know where to start, start at Compendex."