



Platform

- › Specializes in **internal** enterprise search and GenAI for teams like **Sales, Engineering** and **Customer Service**. Expanding into **Agent Support**.
- › Its **generative AI** is designed for **internal use only**, limiting applicability for organizations needing external solutions or a broader range of use cases.

- › Supports **Workplace, Websites, Ecommerce** and **Service** use cases, excelling in both **internal** and **external search and generative AI** applications.
- › Excels at Workplace use cases including **Intranets, Department Portals (Sales, Legal, Finance, etc), HR/IT Self-Service, ITSM, Agent Support** and more.

Search & GenAI Outputs

- › Emphasizes ease of use with out-of-the-box functionality, **offering less specificity and control over search results and generated outputs**.
- › While **simplicity** aids quick deployment, it comes at a **high cost** and **may not meet the demands** of enterprises requiring detailed precision in search experiences.
- › Generative outputs **are too creative and unpredictable**. Users **cannot get the same answer twice**.

- › Offers **extensive control over search results and generative outputs**, providing the precision and sophistication needed for **complex enterprise use cases**.
- › **Deep machine learning customization** and **fine-tuning** ensure highly relevant and tailored search experiences for organizational needs.
- › Coveo's **hybrid unified search, RAG, PR API capabilities** and **Knowledge Hub** bring much needed **grounding to generative outputs**.

User Interface Customization

- › Glean offers a **fixed, out-of-the-box user interface**. While this standardized interface allows for quick deployment, it provides **limited** options for **customization**.
- › Mature organizations looking to modify the UI to deeply reflect their **branding** or to add **specific functionalities** to **existing investments** may find the customization capabilities **insufficient** for their needs.

- › Coveo lets you **build your search UI your way** with flexibility and freedom.
- › Integrate AI Search into your **existing employee portals**, surfacing relevant content within **SharePoint, ServiceNow** and even **Salesforce**.
- › **Tailor** the experience to **match your branding** and **specific needs**, ensuring a seamless and cohesive user journey across all platforms.

AI Maturity & Transparency

- › Glean focuses on ease of use with out-of-the-box functionality, utilizing proprietary **AI models that are not specifically named**, resulting in **less transparency**.
- › They build **enterprise knowledge graphs** to enhance search relevance but **do not allow users to tune** machine learning models **or refine** outputs.
- › While this simplicity aids quick deployment, it **may not meet the demands of enterprises requiring detailed precision** and **control** in their search experiences.

- › Coveo brings **+18 years of applied AI research** and a **continuously evolving, managed suite of machine learning models** to solve complex enterprise search challenges.
- › Customers can **easily adjust models to their specific use cases**, controlling the impact of AI on results.
- › This **transparency** and **customization** deliver **highly relevant, personalized search experiences** tailored to organizational needs.

Analytics

- › Offers **audit logs** to monitor search usage but **lacks deep analytics** needed to fully understand user behavior and optimize experiences - **hindering data-driven decision-making**.
- › Knowledge managers will **struggle to trace detailed user journeys** or **gain comprehensive insights** into enterprise content.

- › Provides **robust search analytics** with **over 10 dashboards** and a **Knowledge Hub** for generative answering.
- › Enables knowledge managers to **trace user journeys, content gaps** and **optimize search performance**, facilitating **data-driven decisions** and **continuous improvement**.

Pricing

- › **Per-user pricing and additional fees can become costly**, with Forrester highlighting that Glean can cost at least **\$11M over 3 years**, with **ongoing management for \$415K** during this period.
- › While offering a powerful search solution, buyers may consider if **similar outcomes can be achieved with more cost-effective platforms**, especially when **scalability** and **budget** are critical factors.

- › Provides **flexible, scalable pricing models (per-user or consumption-based)** aligned with the value delivered.
- › Organizations achieve **strong ROI with extensive** and **reasonably-priced features** included **without unexpected costs**.
- › **Transparent pricing** helps enterprises plan and allocate resources effectively.