



Platform	<ul style="list-style-type: none">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.
Search & GenAI Outputs	<ul style="list-style-type: none">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.
User Interface Customization	<ul style="list-style-type: none">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.
AI Maturity & Transparency	<ul style="list-style-type: none">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.
Analytics	<ul style="list-style-type: none">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.
Pricing	<ul style="list-style-type: none">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.
	<ul style="list-style-type: none">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.
	<ul style="list-style-type: none">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.
	<ul style="list-style-type: none">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.
	<ul style="list-style-type: none">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.
	<ul style="list-style-type: none">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.
	<ul style="list-style-type: none">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.