

Lucid Imagination Support Offerings

By providing
predictable,
reliable resources,
Lucid Imagination
helps you meet your
project and business
deadlines.

We can help you
reduce the risks and
capture the benefits of
open source for
search solutions.

Support Overview

Lucid Imagination offers a range of support programs for Apache Lucene and Solr technologies so you can get the most out of your implementation and meet your enterprise business and technical objectives. Lucid Imagination delivers this high value support with its staff made up of core Lucene/Solr committers, founders and experts. The following support packages are currently being offered.

Technical Support Subscriptions

The technical support programs are designed for customers that require Lucene and Solr technical support for deployed applications that include the Lucene libraries, or the Solr server. All of the Support levels include notification of updates to the Lucid Imagination certified versions of Lucene and Solr, problem isolation and diagnosis of errors in the Lucene and Solr software, patches and workarounds to fix bugs and troubleshooting of issues pertaining to the Lucene and Solr technologies. The technical support subscriptions are provided at three support levels.

Technical Support Subscriptions			
	Standard	Professional	Enterprise
Annual Search Health Check	N/A	N/A	1
Updates and upgrades for Certified versions	Y	Y	Y
Bug Fixes**	N/A	Y	Y
Web/Email Technical Support	Y	Y	Y
Web-based Case Management	N/A	Y	Y
Phone Support	N/A	9:00am - 5:00pm EST	9:00am - 5:00pm EST
Initial Response Time	2 Business days	8 Business Hours	4 Business Hours
Number of Incidents per month	2	4	4
Number of Servers	Up to 5	Up to 10	Up to 10
Authorized contacts	1	2	2

**Critical bug fixes are provided for the released versions of Lucene v1.4 or later and Solr v1.1 or later

- **Standard** for smaller deployments that don't require time critical response, and can conduct support through email. It provides 48 hour initial response time and one authorized contact per subscription. The Standard subscription includes support for up to 5 servers running Lucene or Solr and 2 support incidents per month.

Standard Support Subscription: \$12K annually

- **Professional** for medium size deployments, with more time critical problem resolution requirements. Includes phone as well as email support. Initial response within 8 hours, 2 authorized contacts. Web-based case management. The Professional subscription includes support for up to 10 servers running Lucene or Solr and 4 support incidents per month.

Professional Support Subscription: \$18K annually

- **Enterprise** for large deployments with requirements for quick turnaround on runtime issues. Includes phone as well as email support. Initial response within 4 hours, 2 authorized contacts. Web-based case management, and an annual search health check performed by Lucid Imagination domain experts. The Enterprise subscription includes support for up to 10 servers running Lucene or Solr and 4 support incidents per month.

Enterprise Support Subscription: \$24K annually

Advanced Enterprise Technical Support Subscriptions

For customers that require access to Lucid Imagination experts to help provide input on the design and optimization of their usage of Lucene and Solr during development and production, Lucid Imagination offers Advanced Enterprise Technical Support Subscriptions.

Each subscription includes the Enterprise Technical Support Subscription listed above and additionally provides you with consultative support during development and/or deployment to ensure that your Lucene/Solr implementations are designed and optimized to get the best performance and accuracy for your particular application. The Enterprise support programs are designed as a yearly subscription starting at \$48K annually, providing customers with continued access to Lucid Imagination domain experts during your entire application lifecycle process.

Advanced Enterprise Support Programs		
	Development Support	Production Support
Consulting/advisory Support	80 hours/year	8 hours/month
Expertise level	Expert Developer	Expert System Engineer
Services provided	Architecture Review, Design review, Code review, Configuration review, Best Practices Methodology, etc	Issue resolution, Performance optimization/fine-tuning, Configuration advice, Operations advice, etc
Search Health Check	1/year	2/year
Updates and upgrades for Certified versions	Y	Y
Bug Fixes**	Y	Y
Web/Email Support	Y	Y
Web-based Case Management	Y	Y
Phone Support	9:00am-5:00pm EST	9:00am-5:00pm EST
Initial response time	8 business hours	4 business hours
Number of Incidents	Unlimited	Unlimited
Number of Servers	Up to 10	Up to 10
Authorized contacts	2	2

- **Advanced Enterprise Development Support**

The focus of the Enterprise Development Support subscription is to provide expert guidance to you on building your enterprise search application using best-of-breed methodologies and tools for architectural design, development, and testing.

Lucid Imagination domain experts will work side by side with your development and IT engineers to ensure that your enterprise search applications based on your specific business and technical requirements are built to get the best performance, scalability and quality of results possible. Additionally, Lucid Imagination domain experts will conduct an annual Health Check (see description below) to ensure that your environment is running optimally.

Development support includes expert advice on search code development, configuration, performance tuning and optimization. Our experts will remotely provide guidance on the best practices for implementing indexing and searching solutions using Apache Lucene or Solr software. With the underlying Enterprise Support Subscription your organization will also benefit from having the latest tested versions of Lucene and Solr, and will experience quick turnaround on bug fixes.

- **Advanced Enterprise Production Support**

Lucid Imagination consultants will work side by side with your production and IT engineers to consult with maintaining high availability production environment for Lucene/Solr enterprise search application implementation, leveraging best-of-breed methodologies and tools for optimized production environment. Additionally, Lucid Imagination domain experts will conduct two bi-annual Health Checks (see description below) to ensure that your environment is running optimally.

Production support provides expert advice on configuration, performance tuning and optimization. Our experts will conduct remote monitoring and diagnostics behavior while using Lucene/Solr software in your production environment.

Search Health Check Program

This essential periodic assessment of the use of Lucene or Solr for a search application provides a consistent, disciplined methodology of analysis and assessment services designed to deliver an effective search solution and optimum performance at an affordable rate.

Lucid Search Health Check is a set of services designed to ensure your application is designed to meet the best and common practices for search effectiveness, configuration and optimization.

Lucid solution experts will initiate a discovery session with your developers and/or administrators to review your application and identify possible improvements. The deliverables will be an assessment and recommendation report that is based on an initial review. The following topics will be covered under the Search Health Check program (note that not all topics are applicable to all applications or customers):

- Business objectives and functional/technical requirements
- Indexing assessment
- Query analysis
- Configuration and performance analysis

Custom Support Subscriptions

Lucid Imagination can also create a custom support package if you have a unique situation that is not covered in one of our standard support subscriptions, please contact services@lucidimagination.com for details on custom support subscriptions.