



## ExpertLink Advisory

**ExpertLink Advisory Services** are available so that customers can leverage Lucid Imagination experts for consultative guidance on the design and optimization of LucidWorks Enterprise or Lucene/Solr applications during development and production.

Lucid Imagination domain experts will work closely with your development and IT engineers to ensure that your search applications, based on your specific business and technical requirements, are built to get the best performance, scalability and quality of results possible.

ExpertLink Advisory Services can be purchased independently or as part of a deployment subscription, providing customers with ongoing access to Lucid Imagination domain experts during the entire application lifecycle process. When bundled with a deployment subscription, the ExpertLink Advisory program is delivered over the course of the subscription. Customers receive 80 hours per year of remotely-delivered advisory services, consumable at up to eight hours per month.

### Here are some ways in which Lucid Imagination customers have successfully engaged ExpertLink Advisory services:

- **Participate in code reviews** and design walkthroughs, collaborating as supplemental subject matter experts as your team works on the broader application development effort, supplying with essential search-centric insights and design critiques.
- **Present to your staff** on specialized topics within search, such as relevance management, performance tuning, database integration, and other topics where your staff needs a very specific subject-matter boost
- **Address individual problems** in the course of design, at the level of code review, search and boosting algorithms, operational system configuration, or operational deployment assessment, can be expedited by scheduling some hours with an ExpertLink resource.
- **Provide forward-looking review** of your application, providing insight into how search capabilities can improve your application design strategies, and to keep your developers current with ongoing innovations in the Lucene/Solr community
- **Conduct operational assessment** and performance review to assess your application directly on a regular basis, identifying degradation of existing search implementation as your data/document collection content expand or evolve, helping to keep it optimized for performance, reliability, and scalability and capacity, or flagging vulnerabilities in your current design in order to eliminate barriers to successful changes.
- **Exchange your allocation of ExpertLink credits** for classroom training hours at any of Lucid's public training classes, improving your developers' productivity with deeper search expertise, or to enable developers new to search with Lucene/Solr skills, to ensure that you have a critical mass of search development capabilities on staff.
- **Complete Search Health Checks:** a set of services designed to ensure your application is designed to meet the best and common practices for search effectiveness, configuration and optimization. The Search Health Check consists of 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.

Thinking Lucene ▼ Think Lucid.