



Support

Getting Support for Open Source Search

Start with the DevZone, Lucid Imagination's developer information hub for search-based applications built on Lucene/Solr and LucidWorks Enterprise. Links to the Apache community, documentation, forums, videos and technical articles provide examples and in-depth descriptions of features and functionality.

Commercial Support Offerings

For customers that need enterprise-grade technical support for LucidWorks Enterprise or Lucene/Solr applications, Lucid Imagination Technical Support programs provide the assurance you need to deploy business-critical applications built on open source technology.

All Technical Support programs include the following services:

- Time-critical problem resolution and incident management with a response time of 4 hours, delivering fast cycle times for production problems.
- Telephone support during coverage hours to file a support case, or get direct assistance.
- Flexible, web-based Case Management – log support cases directly into the Lucid Imagination CRM system. 24x7 account access to monitor the status of filed cases. Submit tickets online or by e-mail.
- Updates and Upgrades to Software – Receive updates and upgrades to the LucidWorks Enterprise software (or certified distributions of Apache Lucene/Solr). Proactive notification of new releases.
- Bug Fixes – Receive bug fixes for LucidWorks Enterprise, certified distributions, or for non-certified Lucene version 1.4 or later and the non-certified Solr 1.1 or later.

Local Business Hours or Global 24x7

Production support is available for Lucene/Solr and LucidWorks Enterprise. For many search-based applications, regular business hours support via an Enterprise Production Support Subscription is appropriate.

For applications that need the added assurance of global, round-the-clock support, Lucid Imagination 24x7 Enterprise Production Support Subscriptions provide the same calibre of support in a more comprehensive time frame. Any time of day or night, weekends or holidays, we will have a search engineer available to help work through your issues, with incident management SLA-based support during business hours.

How To Buy

Support programs are delivered through a complete selection of subscription packages for LucidWorks Enterprise, Solr and Lucene. For more information see the Subscriptions page or contact Sales.