

Lucid Imagination ExpertLink

Drive continued value from your investment in Apache Lucene/Solr with expert guidance, and preventative maintenance.

Proactively manage your platform with tested and durable distributions.

ExpertLink Overview

ExpertLink is on demand access to Apache Lucene and Apache Solr expertise through Lucid Imagination. A subscription to ExpertLink is comprised of offerings to help run and maintain as well as to extend and enhance an advanced Lucene/Solr implementation. The package is designed for development and production and also includes a certified distribution of LucidWorks.

ExpertLink Subscriptions

ExpertLink is specifically designed for customers who need access to Lucid Imagination experts to help provide ongoing expert advice on the design and optimization of their usage of Lucene and Solr during development and production.

An ExpertLink subscription provides you with consultative guidance during development and deployment as well as operation and maintenance in production. In addition, preventative maintenance with Search Health Checks and field-tested, durable certified distributions to ensure that your Lucene/Solr implementations are designed and optimized to get the best performance and accuracy for your needs.

ExpertLink programs are designed as a yearly subscription starting at \$48K annually to provide you with ongoing access to Lucene/Solr domain experts through your entire application lifecycle.

Consulting with ExpertLink

For search application development with Lucene/Solr

The ExpertLink subscription is designed 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 with your development staff and 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.

ExpertLink includes authoritative guidance on search code development, configuration, performance tuning and optimization from the world's best Lucene/Solr professionals. Lucid Imagination experts will remotely provide advice on the best practices for implementing indexing and searching solutions using Apache Lucene or Solr software. With ExpertLink, your organization will also benefit from having the latest tested versions of Lucene and Solr through the LucidWorks for Lucene and/or LucidWorks for Solr certified distributions and tools.

Included	Scope
Consulting/advisory Support	80 hours/year, usable at 8 hours/month
Expertise level	Expert developer and system engineer
Services provided	Architecture Review, Design review, Code review, Configuration review, Best Practices Methodology, Issue resolution, Performance optimization/fine-tuning, Configuration advice, Operations advice, etc
Search Health Check	1/year
Phone access	9:00am-5:00pm EST
Initial response time	8 business hours
Number of Incidents	Unlimited
Number of Servers	Up to 10
Authorized technical account managers	2

Enterprise Technical Support

Enterprise technical support includes 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. It includes phone as well as email support. Initial response within 4 hours, 2 authorized contacts. Web-based case management is also included.

For Lucene/Solr in production

With ExpertLink, you will have Lucid Imagination consultants work with your production and IT engineers to consult on maintaining a high availability production environment for Lucene/Solr enterprise search application implementations. Lucid Imagination's domain experts will conduct two bi-annual Health Checks to ensure that your environment is running optimally.

ExpertLink provides you with 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.

Included	Scope
Updates and upgrades for Certified versions	Y
Bug Fixes**	Y
Web/Email Technical Support	Y
Web-based Case Management	Y
Phone Support	9:00am - 5:00pm EST
Initial Response Time	4 Business Hours
Number of Incidents per month	4
Number of Servers	Up to 10
Authorized contacts	2

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

LucidWorks Certified Distributions for Lucene/Solr

Certified Distributions from Lucid Imagination are complete, supported bundles of software which include additional bug fixes, performance enhancements. A Certified Distribution provides a complete environment to develop, deploy, and maintain commercial-grade search applications.

- Installer for Windows and Unix
- Updates and upgrades including both forward and backward compatibility or migration plans
- Bug fixes and performance enhancements pulled from the central trunk without unstable bleeding edge features
- Tested version of most recent version of Solr
- LucidGaze, Solr monitoring tool
- LucidKStemmer
- Lucene Index development and diagnostics tools
- User selectable preconfigured Java servlet container
- Easy migration to LucidWorks Enterprise with enhanced data acquisition, content security, research tools and more.

Custom Subscriptions

Lucid Imagination can also create a custom 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.