

# Lucene/Solr Services by MobilVox



## Let MobilVox Help You

MobilVox is proud to offer professional consulting, technical support, and training services for Apache Lucene and Solr. Lucene and Solr are libraries that offer the bare essentials in providing an enterprise search solution; however, scalability, document parsing, tagging, categorizations, security, and other features need to be implemented by an outside source. Let MobilVox take the role in providing your organization with the limitless knowledge of open source for your future search solutions.

## Consulting Services

MobilVox can assist those who need a custom search solution in three ways:

- By using a custom version of Network IRIS
- By helping developers create it from scratch
- By using our robust and tested libraries built on Lucene

These services are tailored to your exact specifications and include an early stage evaluation and requirements gathering as well as the diagnostic evaluation of existing services. This includes adding more features to the application or making it consistently compatible to your growing needs.

## Training and Classes

MobilVox offers training services to teach developers the essentials and best practices of Lucene/Solr and how to create a robust and scalable solution. The training services will quickly prepare developers while requiring less time and money than traditional, self-taught methods.

## Technical Support

Customers who are experiencing problems with an existing Lucene/Solr solution will benefit from our technical support packages. These packages allow customers to access experts who have ample experience in the development of different Lucene/Solr solutions. We offer two levels of support for technical support, Basic and Professional.

**Basic:** The Basic support package is geared towards those who are running less critical solutions that do not require immediate responses for their issues. This package offers web/email support as the primary means of communication.

**Professional:** For search solutions that require a quick response time from experts, the Professional package is recommended. It includes email, phone, and chat support within 24 hours.

	Basic	Professional
Updates & Upgrades	Y	Y
Bug Fixes	Y	Y
Email Support	Y	Y
Chat Support	N	Y
Phone Support	N	Y
Classes	N	2
Response Time	3 Business Days	1 Business Day
Authorized Contacts	1	2
Software	Lucene MV Search	Lucene MV Search MV Crawler MV Parser MV Intelligence