



ENTERPRISE SEARCH

WHEN MILLISECONDS MATTER

ENTERPRISE SEARCH

WHEN MILLISECONDS MATTER

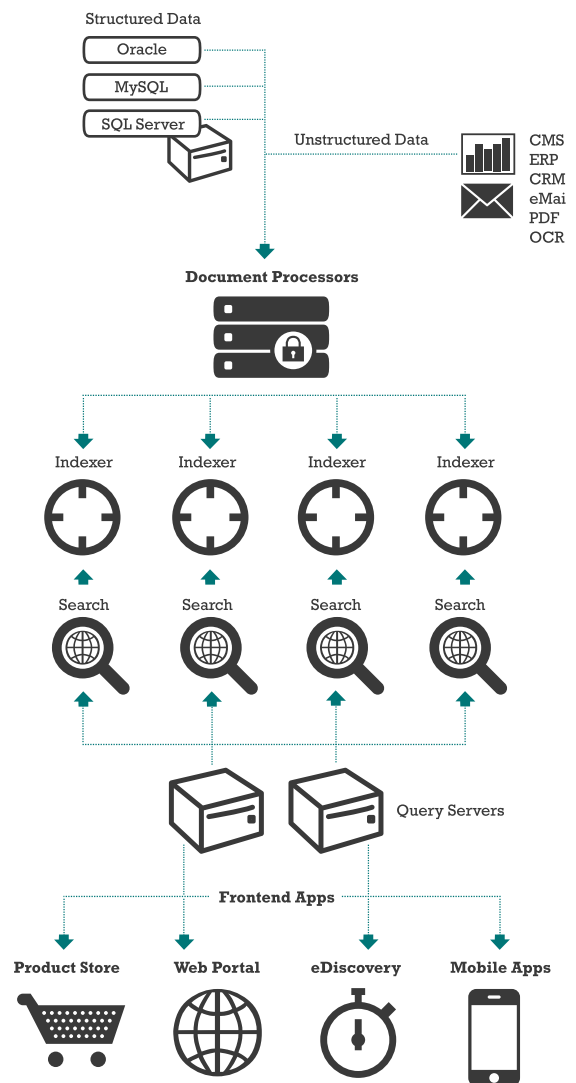
ENTERPRISE SEARCH

Enterprise search is the art and science of cleansing, processing, and retrieving relevant information from an organization's disparate data sources in a way that provides the enterprise with leverage. Combining multiple computing disciplines, an effective enterprise search solution bridges the worlds of business and technology, delivering desired information quickly and accurately to the user while presenting the results in an engaging, intuitive manner. Public data available on the internet has traditionally enjoyed greater accessibility through search engines like Google and Yahoo. Enterprise search is the ongoing and evolving effort to solve business problems with similar technology and scale.

Lightcrest has over a decade of experience of delivering successful, innovative search solutions that solve challenging real-world business problems in a practical, results-oriented fashion. Whether you are an e-commerce retailer looking to increase revenue, an information provider intent on delivering lower latency for clients, or a global organization looking to consolidate and streamline its internal information delivery tools, we can help you identify opportunities for improved information access.

Organizations invest in search because it delivers real, measurable returns quantified by metrics that clearly demonstrate the additional value. Lightcrest helps organizations extract additional revenue and cost savings from their search initiatives.

DISPARATE DATA SOURCES, ONE SEARCH INDEX



Lightcrest offers a variety of hosted search platforms including commercial and open source solutions. This allows our customers the flexibility to select the technologies that integrate best with their existing technology environment. The objective of Lightcrest Hosted Search is to provide an end-to-end data retrieval solution for your organization, from ingest and data processing to query and results presentation. The efficiencies and effectiveness realized from a well-tailored managed search solution are reflected directly on the bottom line of any business unit.

Examples of hosted search applications:

- Corporate Intranet Search
- Outsourced Web Indexing (e.g., vertical-specific crawlers)
- Geographic Load Balancing and Fail-over / Disaster Recovery
- Rapid Product Development / Prototyping
- Operating Cost Reductions

Examples of hosted platforms:

- Microsoft FAST ESP 5.x and FDS 4.x
- Solr / Lucene / Nutch
- Sphinx / MySQL Full Text Indexing
- Oracle Enterprise Search
- Endeca
- Autonomy / Verity
- Custom Indexer Hosting & Support

Lightcrest operates SAS 70 Type-II and AAF 01/06 certified datacenters in the United States, UK, Continental Europe, and East Asia. By partnering with multiple Tier 1 transit providers and secure datacenter facilities around the world, we're prepared to offer you the most comprehensive Hosted Search solution available.

ADVANCED SEARCH CONSULTING

In a field where milliseconds matter, the latest technology and research evolve at impressive speeds and the state of the art may challenge even the most seasoned of IT professionals. Applying the latest search-related techniques and technologies to solve business problems is a Lightcrest specialty. At Lightcrest, the emphasis is on practicality and the ability to drive revenue or save costs in a tangible, direct manner. To this end, Lightcrest delivers expertise in the following areas:

- Advanced Linguistics & Semantic Analysis
- Machine Learning
- Automated Data Classification
- Large-scale Data Processing
- Large-scale Search Clusters
- Large Social Graph Analysis
- Multilingual Search (over 70 different languages, including all major Western and Asian languages)
- Taxonomy Building
- Intelligent Navigation and Custom Facets

APPLICATIONS OF SEARCH

Search is the interface of choice. It empowers users to make more informed purchases, connect socially with valuable partners and SMEs, and reduce labor costs for those who must sift through massive amounts of data in order to further their value proposition and maintain compliance. Some applications of search that Lightcrest specialize in:

- e-Commerce
- Real Estate MLS Systems
- Sales and CRM Systems
- Product Comparison Search Engines
- e-Discovery and Litigation
- Knowledge Warehouses
- Research and Development
- Incident Response and Management
- Social Networking (Public and Private)
- Enterprise Intranet Portals

SEARCH PLATFORMS & INTEGRATION

Enterprise search represents a unique systems integration challenge. In its attempt to improve an organization's information access capabilities, it exposes a multitude of interfaces, formats, and vendor domains. A comprehensive and fundamental understanding of information technology is required to deliver solutions in modern information technology environments.

Choosing the appropriate platform and technologies for your enterprise search solution is a complex decision involving many variables and a host of considerations. As an independent enterprise search solutions provider, Lightcrest acts first and foremost as an advisor and advocate for the client to assist in the evaluation, implementation, and ongoing support of market solutions. In addition to evaluation and implementation, Lightcrest acts as a trusted partner in the development of custom software to solve domain-specific or industry-specific problems that do not yet have commercially available off-the-shelf solutions.

Lightcrest's advisory role is one not taken lightly. Lightcrest consultants and engineers bring a diverse set of backgrounds in information technology, including software engineering, high performance network engineering, enterprise systems architecture, and applied mathematics. However, this focus on technology is a means to an end, which is to serve the business requirements of Lightcrest's clients.

We strive to assist in maintaining the transparency and flexibility modern enterprises require to remain competitive in today's technology landscape.

Lightcrest helps customers build a road map for their search needs regardless of where they currently are in their deployment path. From customers with newly purchased search engines, to organizations who are actively assessing available technologies and need expert backing, Lightcrest works in lock-step with IT managers and business stakeholders to provide services such as:

- Enterprise Search Platform Selection and Advisory
- Enterprise Search Architecture
- Monetization Strategy Consulting
- Document Processing Frameworks
- Large-Scale Data Preparation and ETL
- Advanced Linguistics (international languages, classification, content analysis, entity extraction)
- e-Commerce Catalog Optimization (relevancy models, user experience, taxonomy design)
- Distributed Computing and Machine Learning
- High Performance Network Architecture (multicasting search indices, benchmarking transport fabric)
- Information Security Strategy

LIGHTCREST HOSTED SEARCH

For organizations seeking to reduce their cost of operating and owning their enterprise search solutions, Lightcrest offers its fully managed Hosted Search service. Every Hosted Search solution is fully tailored to every customer's exact specifications, taking into account their application's present and future needs. Delivered for a simple monthly fee which is generally a fraction of the cost of an in-house solution, Lightcrest Hosted Search allows organizations to stabilize their cost outlays without compromising functionality or performance.



CASE STUDIES

AT&T Yellowpages.com

Lightcrest worked with AT&T Yellowpages.com to automate key components of their data ingest, data processing, and indexing mechanisms, reducing operational risk. Special integration with and design of Yellowpages.com's enterprise-wide issue tracking system contributed greatly to overall efficiency.

Best Buy

Best Buy needed to efficiently promote online catalog items without cluttering the search experience with over-engineered dashboards. By leveraging FAST ESP and FAST Impulse, Lightcrest provided a custom solution allowing Best Buy to promote specific inventory while maintaining sub-second search and a comprehensive product taxonomy.

Confidential

Lightcrest worked with a top legal firm to provide search-backed information forensics and security analysis. Using custom IDS systems and packet inspection, network traffic was siphoned and indexed in real time on a 12-node cluster. Packet payloads were searched by forensics teams, allowing for the identification of key material evidence.

Hoovers (Dunn & Bradstreet)

Lightcrest identified and executed key relevancy-improving strategies and reduced indexing time by 50%. Additionally, Lightcrest re-architected a large search cluster to provide DPS and QPS performance increases, reducing time-to-market for key customer products and services.

Lexis Nexis

Lightcrest reduced operational costs and improved multi-lingual relevancy and entity extraction in the electronic discovery process for Lexis Nexis. In addition, Lightcrest provided advanced classification technologies for Early Case Assessment by leveraging machine learning techniques to reduce client man-hours by over 25%.

Life Technologies

Lightcrest built custom connectors for Life Technologies to enable federated enterprise search across multiple in-house platforms, ultimately exposing more content of high relevancy to users across the global organization.

Millipore

Lightcrest increased revenues and search relevancy for Millipore by providing product search capabilities in Korean, Japanese, and Chinese (simplified and traditional). Product hit counts for Asian market customers increased significantly, resulting in considerable revenue growth in Asian markets.

Proquest

Lightcrest worked with Proquest to identify query latency issues plaguing the search experience. I/O benchmarking and in-depth query analysis revealed optimizations and firmware upgrades that allowed for a ten-fold increase in query performance.

Reed Elsevier

Lightcrest integrated custom document processing stages allowing Reed Elsevier to use Teragram content classification technology in their document processing pipeline. Lightcrest consolidated legacy Python code into a single, cohesive stage that reduced total system load by 50%.

United States Government Patent Office

Lightcrest built custom ingest processors for the United States Government Patent Office, allowing for more streamlined and efficient categorization and indexing of unstructured and structured data, allowing for a more comprehensive user experience.




Lightcrest

11835 WEST OLYMPIC BLVD. SUITE 415E, LOS ANGELES, CA 90064 | 888.320.8495 | www.lightcrest.com