

Search matters

search-solutions.net



Who is who?



Mission

- To be the committed experts that provide the best search-related IT services while nurturing superior customer care and innovation.

"Quality is not an act, it is a habit!" ~ Aristotle



Our focus

- Implementation of future-proof search solutions in order to guarantee solutions with
 - the best search experience for the users
 - the lowest TCO for our clients
- "lean" approach: experts are the single point of contact
- Working together with other searchers within EU:
 - Flax search
 - Open Source Search Alliance



Search matters

- e-commerce search
 - Search = “de-facto” access path for user buying items
Ratio Search/Browse = 4/1
 - “if they can’t find it, they can’t buy it”
“if they can’t find it, they might remember that you don’t sell it”
- Content search
 - Drupal and Sitecore search
- Enterprise search
 - ECM, DCM, ERP: Search for items, Business partners, Transactions, Functions, Reviews




We help...

With:

- Design / architecture
- Development
- Testing
- Implementation
- Support



Customer quotes

 **Maes, Piet**
to Paul ▾


3 Apr (13 days ago) ☆

Great to have you in the company!

Zalig Paasfeest en een goeie Ronde!

Piet

Piet Maes
CIO, Chief Information Officer
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Daniel Taut <daniel.taut@tvh.com>

24 Jan 2017, 17:03

To:

Paul Blanchaert <paul@search-solutions.net>

cc:

David Vandendriessche <david.vandendriessche@tvh.com>

Perfect, and many thanks for your valuable help so far.

...

Met vriendelijke groeten, Salutations distinguées, Kind Regards,

DANIEL TAUT

CORPORATE SERVICES • Ict Project Leader

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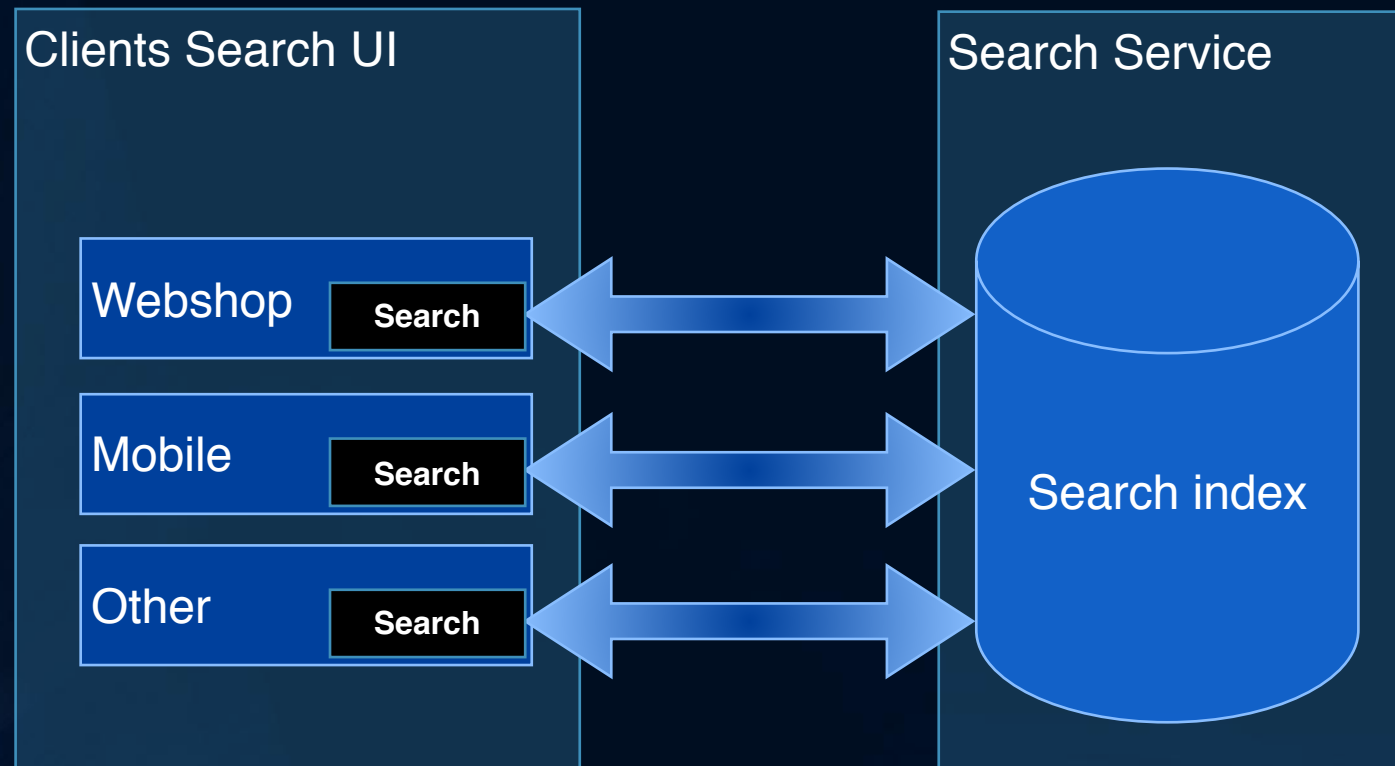
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View our company movies via downloads on our website.

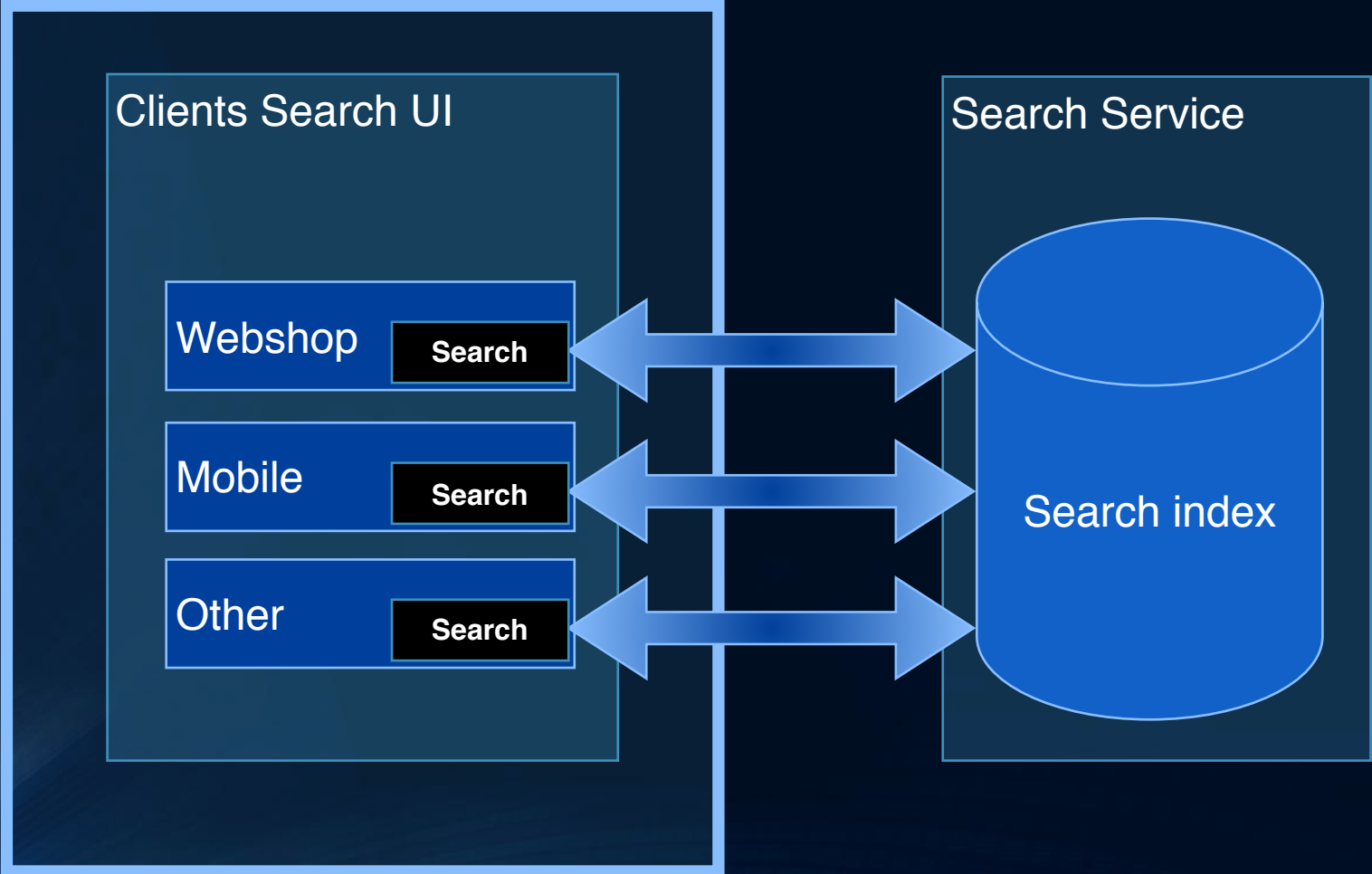
Our biotope



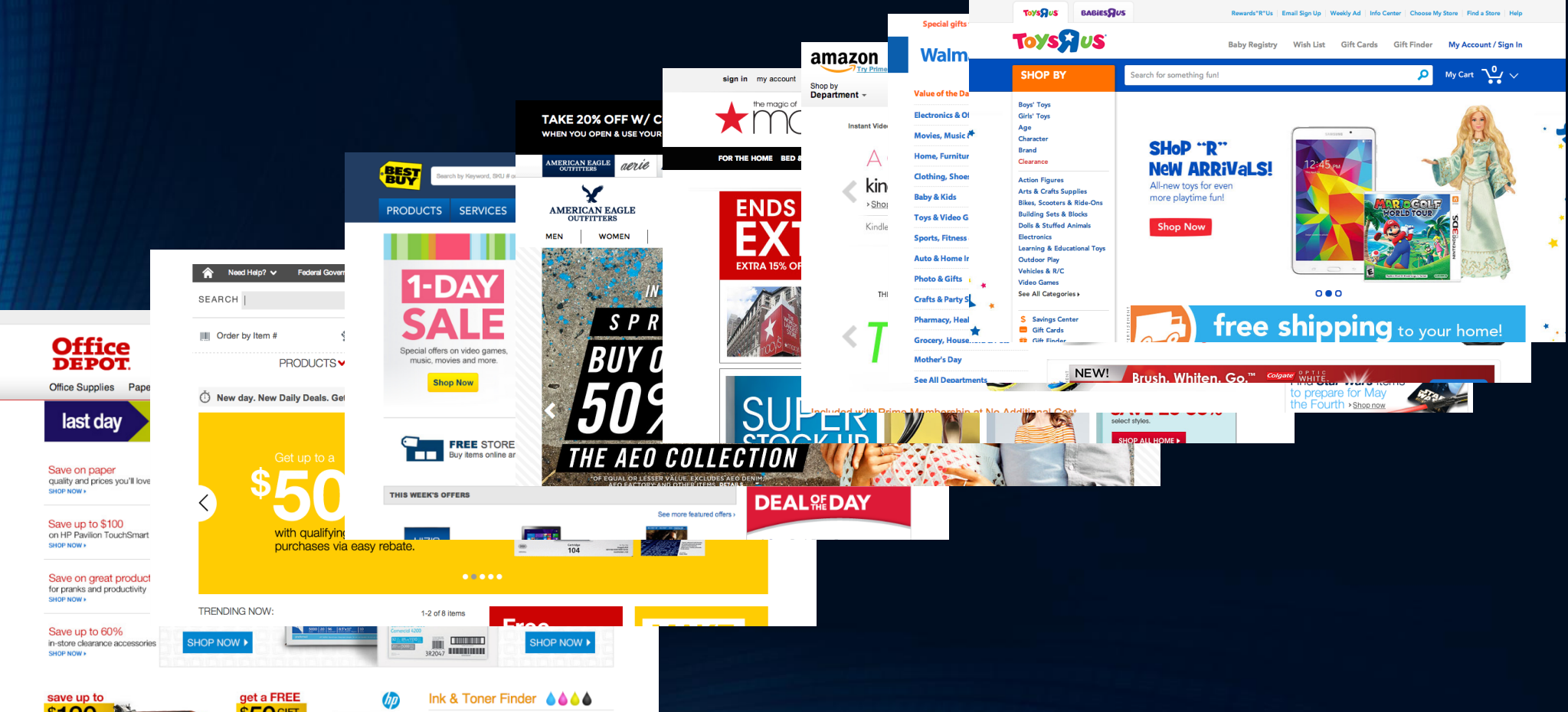
Overview



Overview



Search Client UX (User experience)

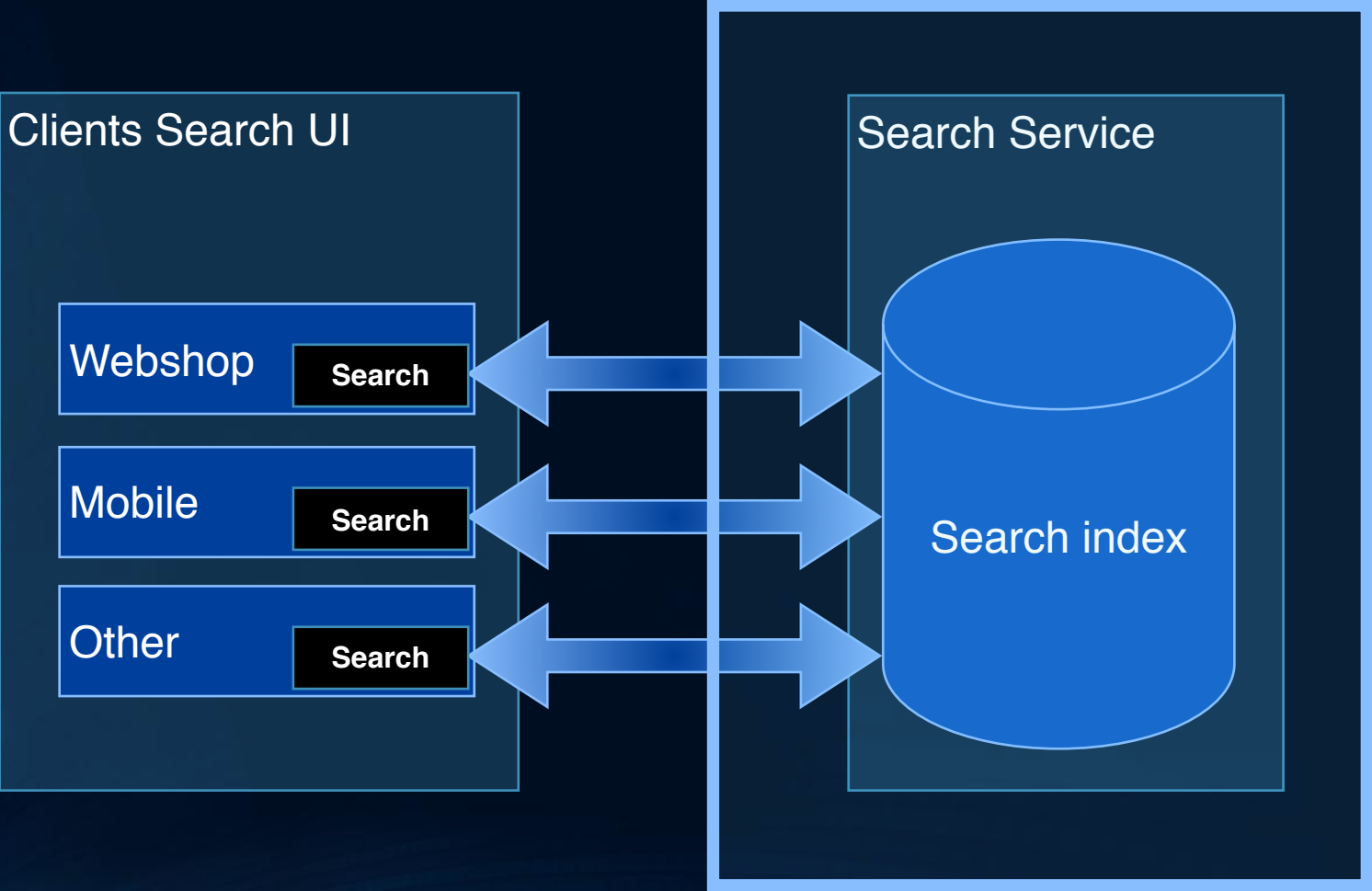


Search Client UX (User experience)

- We apply standards and guidelines in design for Search Usability
 - Supported query types
 - Search box: Logic & Guidance
 - Search box: Layout
 - Autocomplete
 - Results: Logic & Guidance
 - Results: Layout
 - Results: Filtering & Sorting



Overview



Back-office: Search service

- [Solr](#): Open source, ASF (Apache)
- Most solid and widely used search solution



NETFLIX

Bloomberg
Business

tumblr.

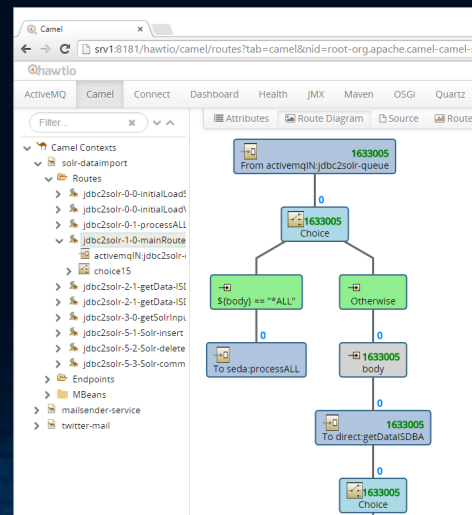


- Also “under the hood” in Amazon Cloud Search, IBM WebSphere Commerce Search, BigData environments (Cloudera, Hortonworks, DataStax)
- Alternative: elasticsearch (similar but different)



Back-office: Search service implementation

- Flexible implementation options for service
 - Cloud / on-site / local
 - Linux / Windows / AS400
 - Redundancy (SolrCloud)
 - Big Data environments (HDFS)
 - Integration options via Camel/ServiceMix

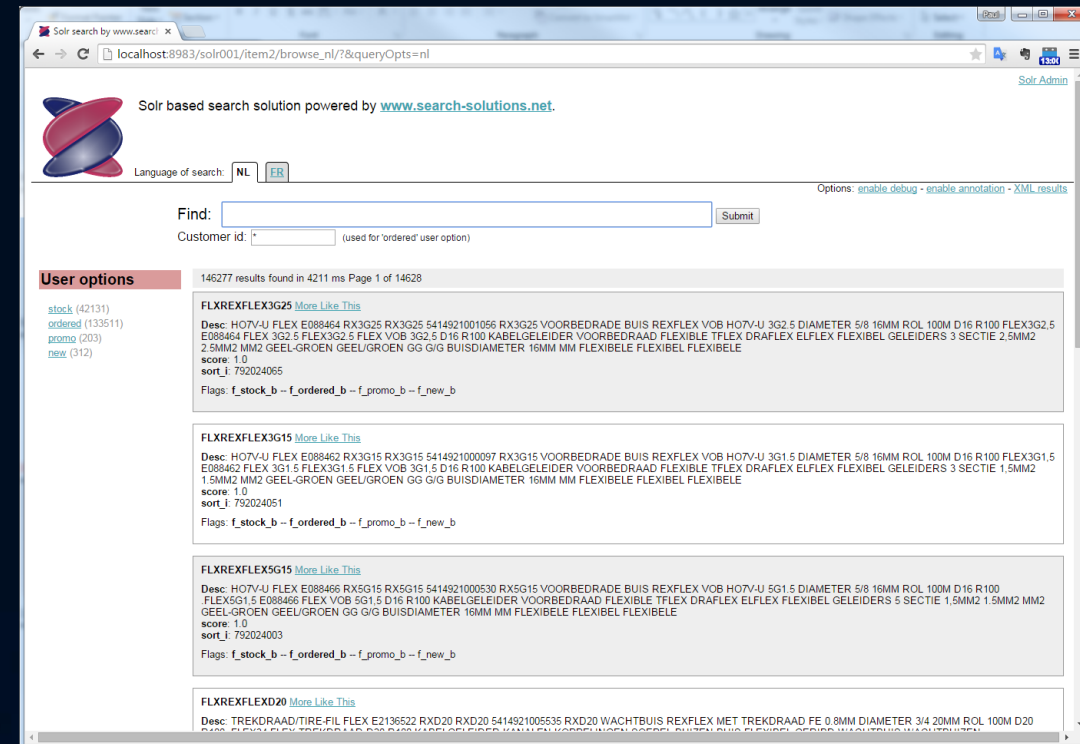


Version	Gen	Size
Master (Searching) 1429199443115	5603	66.31 MB
Master (Replicable) 1429199459608	5604	



Back-office: Testing

- Standalone search client
- Automated testing:
Test scripts to validate components
and configuration
- Search behavior testing:
bulk tests



ECM

- Apache ManifoldCF middleware

The screenshot shows a web browser window with the URL `srv1/docs/?q=fod`. The page features a search bar with the text 'fod' and a 'Search' button. Below the search bar are tabs for 'List', 'Preview', 'Images', 'Videos', 'Table', and 'Analyze'. The 'List' tab is active. The search results are sorted by 'Relevance' and show 'Page 1 of 10 (results 1 to 10 of 100)'. The results list includes:

- 20150325_FOD btw-ontbrekende intracomm opgave.pdf**
2015-03-25T13:08:54.06Z
20150325_FOD%20btw-ontbrekende%20intracomm%20opgave.pdf
...
[Open](#) | [Preview](#)
- 20150316_FOD nazicht btw tegoed.pdf**
2015-03-18T08:37:04.614Z
20150316_FOD%20nazicht%20btw%20tegoed.pdf
...
[Open](#) | [Preview](#)
- 20141128 Aanslagbiljet vennootschapsbelasting.pdf**
2014-11-28T09:34:37Z
20141128%20Aanslagbiljet%20vennootschapsbelasting.pdf
...
[Open](#) | [Preview](#)
- 20140528 Antwoord Brief Vrijstellingsregeling.pdf**
2014-05-28T18:33:09Z
20140528%20Antwoord%20Brief%20Vrijstellingsregeling.pdf
...
[Open](#) | [Preview](#)
- 20140528 Brief Vrijstellingsregeling.pdf**
2014-05-28T10:20:52Z

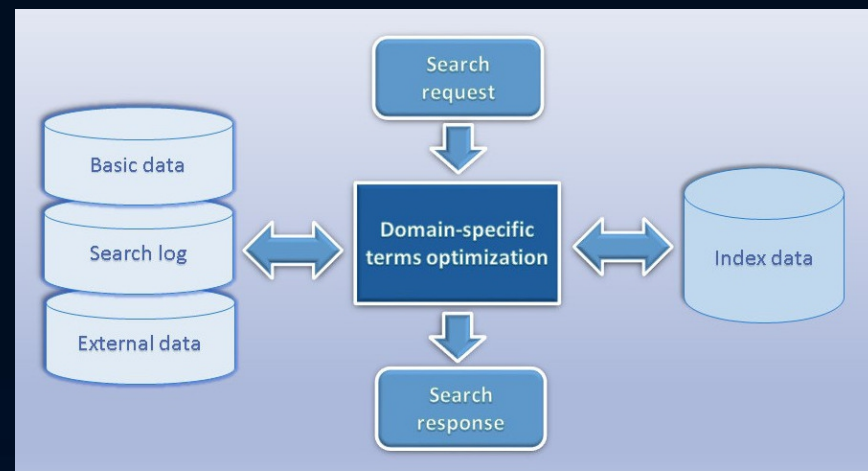
On the right side, there are two filters:

- Paths** (purple header):
 - [_paul \(47\) -](#)
 - [_projects \(29\) -](#)
 - [_amosis \(7\) -](#)
 - [_caleb \(6\) -](#)
 - [_wtc \(5\) -](#)
 - [_accounting \(4\) -](#)
 - [_fatima \(2\) -](#)
- File date** (purple header):
 - [2017 \(3\)](#)
 - [2016 \(5\)](#)
 - [2015 \(4\)](#)
 - [2014 \(21\)](#)
 - [2013 \(17\)](#)
 - [2012 \(5\)](#)
 - [2011 \(11\)](#)
 - [2010 \(14\)](#)
 - [2009 \(11\)](#)
 - [2008 \(9\)](#)
- Author** (orange header):
 - [Paul \(7\) -](#)
 - [Paul Blanchaert \(5\) -](#)
 - [_empty_ \(2\) -](#)
 - [Paul Paul \(2\) -](#)
 - [cservais \(2\) -](#)
 - [stellain \(2\) -](#)
 - [user \(2\) -](#)
 - [Hendrik De Lange \(1\) -](#)

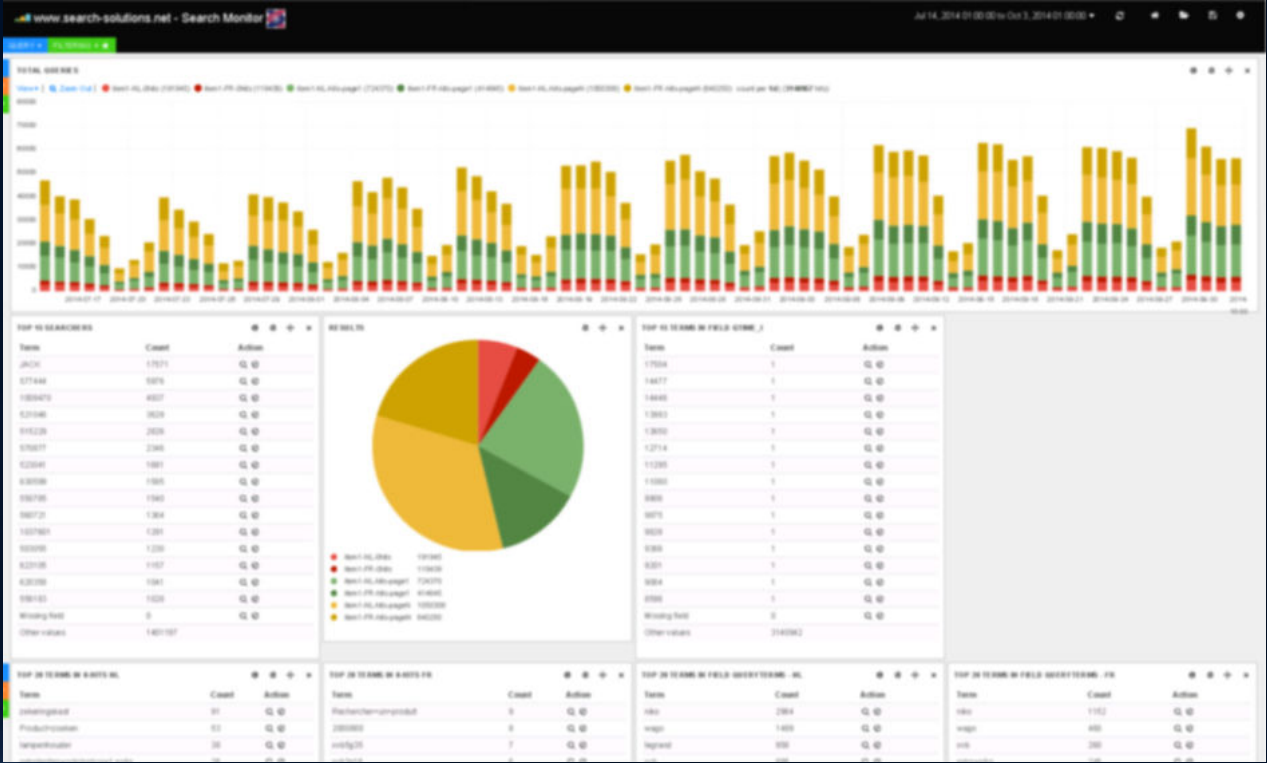


Back-office: Domain knowledge

- We are experts in handling data/text for search
- Our customers are experts in their domain knowledge/language
- Together we build the best search experience for the users



Back-office: Follow up search usability



Search usability



Why prioritize on search usability ?

- Enhancing the main function used by your user/customer
- Re-usable service: e-commerce, ECM, ...
- Strategic: The learning organization
 - Domain knowledge
 - Understanding
 - ... what the user/customer is looking for
 - ... and what you want him to find



Conclusion



Our Strengths

- Search experts with focus on strategic solution and long-term relationships
- "lean" approach:
 - Avoiding overhead
 - No surprises: within project plan and agreements
 - No lock-in with completely open implementation: configuration and source code is provided



Our Strengths

- search-solutions components
 - SSQ
 - DYM re-query
 - mm relaxing with 'missing' term
- Flexible integration options and lots of expertise in integrating applications



Q&A



Next Steps



Contact Information

- Paul Blanchaert
<http://sr-sl.net/p/paul>



