

IDOL Enterprise Search Rapid Deployment Service

A Google Search Appliance replacement offering

Executive summary

Switching search engines is challenging, and for companies using the Google Search Appliance (GSA), this is becoming a necessity with the impending phase-out of GSA¹. GSA license renewals will close in 2017 and end in 2018, leaving very limited time to get off of the Google platform. Micro Focus[®] has designed a solution specifically for affected companies: a rapid-deployment approach to move from the GSA to Micro Focus IDOL Enterprise Search.

With deep roots in machine learning and natural language processing, and an industry leadership position in text analytics² and cognitive search and knowledge discovery³, IDOL is powering the next generation of search for knowledge-intensive enterprises, with the robust functionality, security, scalability, and reliability that are synonymous with Micro Focus.

Our approach is to simplify and accelerate the transition from your

existing search appliance with a prepackaged turnkey solution that delivers superior search capability and provides a solid machine-learning platform for the emerging analytics needs arising from across your organization.

The service includes three key components:

- **Micro Focus IDOL software** sized to meet your requirements, priced as either a perpetual or annual license. IDOL (on-premise), which comes with a highly customizable, open-source UI, will enable you to search and visualize virtually any data with speed, security, and reliability
- **Micro Focus Professional Services** to install IDOL, ingest your data, and train your staff
- **Flexible infrastructure deployment options** are available from on-premise infrastructure to a fully managed cloud-based service. The

pricing for this service is based on an on-premise (IDOL) deployment with a customer-provided infrastructure.

A replacement environment can be created to replicate search functions and create a platform to extend your existing Google environment within two months from the commencement of implementation (excluding pre-implementation activities).

Service overview

This streamlined, locally delivered service aims to accelerate your migration to a supported Enterprise Search solution, and is designed as entry-level; fixed-price, and fixed-scope engagement.

While some minor modifications can be accommodated, larger changes, integrations, and extensions require additional services.

¹ Fortune.com: So Long Google Search Appliance

² 2016 Forrester Wave Text Analytics

³ The Forrester Wave™: Cognitive Search And Knowledge Discovery Solutions, Q2 2017, Cognitive Search Is Delivering The AI Version Of Enterprise Search

Service description

Training

The first step in the process is to undergo product training (IDOL Essentials, purchased separately) to maximize your effectiveness during the implementation and attain self-sufficiency as quickly as possible.

Kick-off and preparation

In this phase, we kick off the project—confirming expectations and requirements, such as infrastructure to be provided, search requirements, data sources, prerequisite training, along with review of the use of the current GSA, customer environment for the file system, and intranet. An onsite commencement date is agreed.

Platform installation

Working with you, we validate the infrastructure, perform base software product installation, implement the connectors, synchronize with your LDAP source for user access, ingest data, perform unit testing, and create the as-built documentation and update for this environment.

Review and migrate to production

In this phase, we perform a final review of what has been configured in preparation for go-live, and work with you to put the solution into production. After go-live, we provide limited post-implementation support, and identify and pursue any next steps.

Knowledge transfer

Throughout the implementation, we will mentor your nominated staff.

Key Features of IDOL

	MICRO FOCUS IDOL
Capability	<ul style="list-style-type: none"> Enterprise search Website search Knowledge management Social intranet Content analysis Machine learning Text, video, image, and audio data search and analytics*
Collection	Scale out to unlimited
Hardware	Server, virtual server, or cloud
Output	<ul style="list-style-type: none"> Complex XML/XLST JSON-RPC Rest-RPC
Standard Client	Open Source FIND and BIFI clients, Rest-RPC
Content from third party feeds	Unlimited
Data repositories accessed out of the box	Over 150
Pattern Matching	Yes
Conceptual Matching	Yes
Semantic Search	Yes
Parametric Search	Yes

* Additional licenses may be required

In-scope configuration

The following items are in scope for this on-premise deployment service. Items may be swapped for more or fewer of the agreed items:

- Installation and configuration of a Micro Focus-distributed architecture IDOL instance providing local high availability setup (two core indexes / content engines) for the English language
- Installation and configuration of Micro Focus File System Connector to crawl and index up to five Microsoft file share repositories/root folders. Configuration of document security ACL (IDOL's mapped security)
- Installation and configuration of Micro Focus Web connector for Intranet indexing for up to two core sites (i.e. www.abc1.com and www.abc2.com)
- Installation and configuration of open-source user interfaces (FIND or BIFHI—Business Intelligence for Human Information)

- Synchronization of the IDOL group server with Microsoft Active Directory for user access management
- Installation and configuration of IDOL Site administrator
- Installation and configuration of IDOL Stats server and IDOL Search Optimizer
- A single production environment and data center
- Knowledge transfer to system administrator during post implementation support.]
- Post implementation support: 5 days

Constraints of this service

- Indexing of secure websites (where a username and password are required for access)
- Customer-based performance testing with limited support from Micro Focus
- Software support, including fixing of software bugs and tracking of potential product issues
- Up to 1 million documents to be indexed
- Remote access for deployment must be available (can be via the customer's VPN)
- One onsite visit for kickoff
- One onsite visit for testing post-deployment, and knowledge transfer
- The consultancy services are limited to the capabilities of IDOL

Items not included in this base service

- Provide search results identical to GSA
- Provide a user interface identical to GSA
- End-to-end acceptance testing

- Detailed search results refinement
- Customized synonyms
- Disaster recovery
- Infrastructure and ongoing operations

Customer responsibilities

- Purchase the service, software, and support
- Contact Micro Focus Support for support-related issues
- Attend IDOL Essentials training
- Provide appropriate personnel to participate in meetings and reviews
- Work with Micro Focus consultants and provide the input configuration data
- Provide executive sponsorship and active management participation for timely issue resolution

Options

This is a base service that can be extended. A Managed Services option can also be provided.

Benefits

- Accelerate time to value
- Simplify replacement migration
- Lower entry cost
- Protect investment with robust and mature foundation to address future requirements

The Micro Focus Professional Services difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that

help you manage the performance of enterprise applications, systems, and networks.

- Fast time-to-value: Our services get you up and running, with your applications monitored in a matter of weeks
- Proven Micro Focus solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus investments
- Rich intellectual property and unparalleled reach into product engineering
- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

Only Micro Focus Professional Services brings together consulting expertise and the industry-leading Big Data Software to help you analyze both structured and unstructured data at scale.

For more information

Contact your Micro Focus representative or email Micro Focus Professional Services in your region.

Micro Focus Big Data gives you the power to analyze 100% of your available data anytime, anywhere, quickly and securely.

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