How to Migrate From Google Search Appliance to Fusion in Just 5 Weeks

Infoblox Cuts Costs, Improves Relevancy with Lucidworks Fusion

Infoblox
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Used Google Search Appliance for 4 years with 2M documents and 100k queries/day

Indexing four datasources including: Oracle RightNow, JIRA tickets and bug reports, Oracle databases, and web content

Fusion compatible with third-party connectors and security trimming

Development time cut from months to weeks with a savings of 50% in licensing costs

Infoblox (NYSE:BLOX) is a network security technology company specializing in integrated management of critical network services known as DDI (DNS, DHCP, and IP address management). With a global workforce, Infoblox provides customers with the infrastructure to overcome networking obstacles and quickly evaluate and integrate new networking technologies into their stacks.

Search is a critical part of delivering value to employees working to provide better customer service, streamline the sales process, and get faster access to data and information.

Infoblox had used Google Search Appliance for 4 years to search a varying mix of data sources both on the Web, in the cloud, in datacenters, and on-prem. Their GSA deployment consisted of two GSA boxes (one for production, one for development and testing) searching across 2 million documents and handling 100k queries a day.

When Google announced the retirement of GSA hardware in February 2016, the search team at Infoblox decided to act sooner than later. "Google was offering us the option to renew for another couple years," said Infoblox Senior IT Application Architect Lourduraju Pamishetty. "But, with GSA's per-document pricing, our licensing fees were only going to continue to increase. We knew there had to be a better, more affordable way and we didn't want to wait."

The team went shopping for a new search technology that could effectively replace GSA. The new platform had to deliver a faster, more sophisticated search experience for end users, while reducing licensing costs. They found Lucidworks Fusion. Fusion's feature set not only met but surpassed that of GSA and included advanced capabilities that would enable the team to create a search app that would continue to meet the evolving demands of their customers.

There was just one hitch. "Our license for GSA renewed in mid-August so we had to move fast. We needed to design, develop, and deploy our Fusion app in a matter of a couple months," Lourduraju Pamishetty said.

And so the teams at Infoblox and Lucidworks sprang into action.
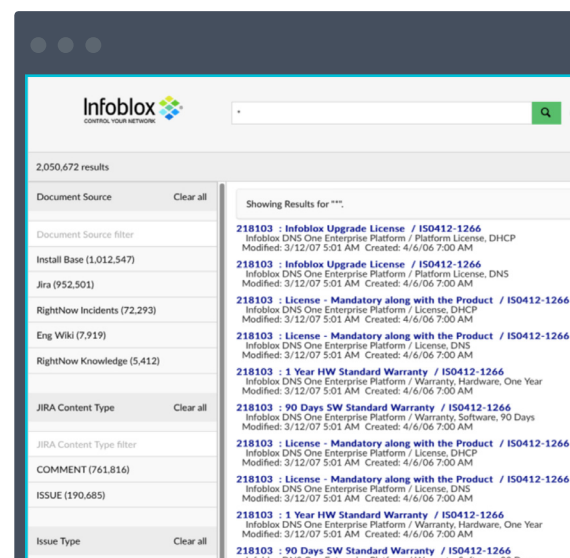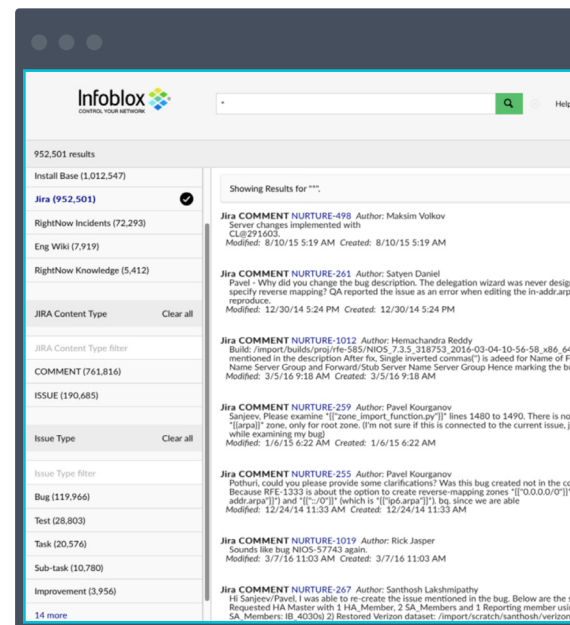
The first concern with building the new search app was getting all the data into the Fusion index.

The main data sources for the Infoblox app included:

- JIRA tickets referencing bug tracking, feature requests, and related engineering activities

- Oracle databases containing customer installed base information and licensing data

- Web content on both the public Internet and the company's intranet, wikis, and Confluence instance

- Records from the Oracle RightNow cloud, including incident reports and knowledge base articles

Infoblox had connectors developed by a third-party vendor so GSA could connect to RightNow data sources. The new Fusion app would also need to connect to this same data. This part of the project could have lengthened the project schedule and pushed them past their deadline. Instead of beginning a whole new development cycle to recreate these connectors, the team at Lucidworks used Fusion's connector framework to create an adapter that mimicked GSA's APIs to connect to the data sources with the existing third-party code.

In addition to all the backend plumbing and pipes required to get the search application up and running, the team needed to create the front end to the application. Instead of starting from scratch, the team used Lucidworks View, a framework for rapid search UX prototyping. Design resources polished View to match the company's existing branding and palette and to display search results in the format most useful to end users. View also included out-of-the-box support for autosuggest, signal capture, faceting, and result sorting. "Lucidworks View provided a fantastic data experience that we could rapidly prototype and iterate to build the exact look-and-feel we wanted for the new search app," Pamishetty said.

For security, the Fusion app implemented basic security trimming to prevent users from seeing search results, documents, and even auto-suggest hints they don't have permission to view. The team implemented this custom business logic using Fusion's query pipelines that translated each user's permissions from Active Directory into roles in Fusion, applying these custom filters so that unauthorized documents were never returned to the user.

With Fusion connecting to all of Infoblox's data sources, ingesting the data, indexing it, accepting queries and serving back results in an interface built with View, the app was ready to be deployed to production. The new Fusion app went live before Infoblox would have had to renew its GSA license with a week to spare. End users have already reported positive feedback on the new search experience and are pleased with the increase in relevancy.

Going forward, the team at Infoblox hopes to deploy new features to the search app like security trimming, alerts and notifications for administrators, deeper faceting, improved auto-suggest, and other UX upgrades.

"Fusion gave us the features we needed to replace Google Search Appliance in a matter of weeks. With Fusion's out-of-the-box capabilities, we skipped months in our dev cycle so we could focus our team where they would have the most impact. We cut our licensing costs by 50% and improved application usability. The Lucidworks professional services team amplified our success even further." Lourduraju Pamishetty said. **"We're all Fusion from here on out!"**

Infoblox

Lourduraju Pamishetty
Senior IT Application Architect

About Lucidworks, Inc.

Lucidworks builds enterprise search solutions for some of the world's largest brands. Fusion, Lucidworks' advanced search platform, provides the enterprise-grade capabilities needed to design, develop, and deploy intelligent search apps -- at any scale. Companies across all industries, from consumer retail and healthcare to insurance and finanacial services, rely on Lucidworks every day to power their consumer-facing and enterprise search apps. Lucidworks' investors include Shasta Ventures, Granite Ventures, Walden International and In-Q-Tel. Learn more at http://www.lucidworks.com

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