

# KM PRODUCT REVIEW Lucidworks

- Founded in 2007 under the name Lucid Imagination and launched in 2009.
- Operates primarily with a subscription-based business model with their Lucidworks Fusion.
- Operates in search and insight generation space
- Helps enterprises perform cognitive search and generate personalized insights and proactive recommendations.

- Contextual search
- Data Visualization; Dashboard creation
- Reporting/Analytics; Augmented analytics; Predictive Analytics
- Search/Filter
- Mobile Access
- Natural Language Search

## About

## Functionalities

## Improvements

## Our View



- Customer support is a weak area, despite improvements.
- From a pricing perspective, LucidWorks solutions are considered to provide good value for money, though some users consider them to be costly.
- The documentation can be improved further.

- Search and analytics tool are powerful and leverages the Apache Solr functionalities very well
- Useful as a means of user interface with chart and graphs
- The AI and machine learning capabilities is a positive, which goes well with the search and analytics option
- Search and Insights market will go through major innovations and these are early days.