Possible TSH Help Portal Custom Search Engines

KAIMBO Sematic Search

http://kaimbo.com/features/

Costs	Benefits
- FREE - Plugin for Word press	- Auto-complete feature - Includes all synonyms to ensure results is found. - Uses Boolean queries. Gives ability to say what should and should not be in the article. - Good with PDF - Provides search statistics, can be beneficial in customer service knowing what people are most frequently searching for. - Zero results list, shows things that people were looking for but had no results. Will help TSH create more content - In place editing as well as easy download.

GOOGLE Custom Search Engine

https://www.google.com/work/search/products/gss.html

Costs	Benefits
- Pricing increases as a function of # of queries. - Beginning at $100/yr	- Autocomplete, synonyms, provides customer data. - Can host on own server or have Google host for you. - Highly trusted - XML - Possible to make money through ads.

While slightly expensive, Google is the most trusted name when it comes to search engines. Choosing Google wouldn't leave us too much work as the installation and customization process seems pretty easy.

SWIFTYPE

https://swiftype.com/site-search

Costs	Benefits
- Highly Expensive for Professional use. - $250/month - Cheaper version excludes spellcheck, autocomplete, and most of the other features that help swiftype stand out.	- Custom result ranking - Autocomplete - Create associations between different terms - Spellcheck algorithms - Real time indexing - Can plug into word press if necessary - Easy to set up, just copy and paste a few lines of source code.

Seems incredibly simple to use as well as efficient when it comes to indexing. Easy set up and simple customization process look good but still may not be enough to justify the price.

Solr

Costs	Benefits
- Free - Requires some work to customize	- Very fast and reliable - Automatically extracts data and metadata from every file type. - Extensive documentation (apache – Based on one of top 15 open sourced projects)

Very well known and proven to be the best engine for companies with developers who are willing to put in the time to customize. Extremely fast once done.

Recommendation

- 1. KAIMBO (ONLY IF WE ARE USING WORDPRESS)

- 2. GOOGLE – simple, cheap, reliable

- 3. SOLR – complicated customization

- 4. SWIFTYPE – too pricey