

aws marketplace

Alfresco

Reviews, tips, and advice from real users



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Product Recap



Alfresco

Alfresco Recap

Alfresco offers integration with both cloud and on-premises systems, emphasizing document management, collaboration, and high customization potential. Key attributes include its open-source nature and strong API support, driving efficient content sharing and workflow management.

Alfresco stands out as a robust platform for managing content services, records, and business processes. It enables organizations to implement central repositories for document approval, integrating effectively with applications like SAP and DocuSign. Its extensible architecture, supported by active community involvement, allows customization to meet diverse requirements. Alfresco's scalability, combined with capabilities in metadata management, version control, and workflow automation, supports efficient operations in a paperless environment. Despite benefits, it faces challenges related to interface intuitiveness, document storage security, and integration complexities. Enhancements in AI capabilities and workflow digitalization would further optimize its use.

What are the key features of Alfresco?

- **Integration:** Connects seamlessly with cloud and on-premises systems for streamlined processes.
- **Document Management:** Facilitates effective document handling with metadata and versioning.
- **Customization:** Offers high extensibility through robust API support.
- **Collaboration:** Enhances teamwork through document sharing and collaborative features.
- **Open-Source:** Benefits from active community support for cost-effective solutions.
- **Workflow Automation:** Automates tasks to improve decision-making processes.

What benefits and ROI indicators should users consider?

- **Cost-Effectiveness:** Open-source structure reduces expenses.
- **Efficiency:** Boosts organizational efficiency with scalable and flexible solutions.
- **Scalability:** Supports growing business needs with adaptable architecture.
- **Flexibility:** Customization to tailor to specific requirements and workflows.
- **Community Support:** Strengthened by a vibrant open-source community for ongoing improvements.

In specific industries, Alfresco is utilized for managing intricate content services, facilitating record-keeping processes, and establishing central document repositories. Enterprises integrate it with tools like SAP and DocuSign to automate document approvals and support collaboration, fostering efficiency in document management and reducing reliance on paper-based operations.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The ROI from Alfresco is highly profitable for the company, helping us accelerate operational excellence and decrease compliance risk while increasing compliance mitigation, saving at least seventy to eighty percent in time and forty to forty-five percent in manual labor, cutting processing time by ninety percent, reducing physical storage costs by eighty percent, and protecting us from massive financial penalties associated with compliance failures totaling approximately two million dollars.”



Jaspreet k

Head Of The Operations at Flash AI

- ✓ “We are happy with Alfresco, believing it to be a very good and competitive solution in price as a great content management solution.”



Albano Garcia

Director at a tech vendor with 10,001+ employees

- ✓ “Alfresco positively impacted my organization by enabling the ability to store hundreds of thousands of documents, helping my team save time and reduce errors, enabling users to find exactly what documents they were looking for in a timely fashion, as well as to export to patients and healthcare members what they needed to do for Medicaid, Medicare, or any other secondary insurance, including the documents they needed to fill out as well as prescriptions.”



Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 10,001+ employees

- ✓ “Alfresco has positively impacted my organization by providing consistent use and the ability to utilize the system when needed to research zoning compliance records.”



Thomas Cordova

Associate at Yahoo! Inc.

- ✓ “Alfresco has positively impacted my organization by improving the accessibility of documents across the enterprise, serving as a centralized location for all documents from every business unit.”



Verified user

Sre Engineering And Architecture at a financial services firm with 5,001-10,000 employees



“Alfresco's technical support is very fast and professional.”



Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux



“Alfresco has impacted my organization and my customers' organizations positively by enabling them to have a very flexible solution that could meet their requirements.”



Verified user

Manager, Major Accounts at a tech vendor with 501-1,000 employees

What users had to say about valuable features:

“In my experience managing zoning records, the best feature Alfresco offers is being a great source of archive files. It is a great source for archive files because of the easy search functionality and the ability to download files in a timely manner. Alfresco has positively impacted my organization by providing consistent use and the ability to utilize the system when needed to research zoning compliance records..”

Thomas Cordova

Associate at Yahoo! Inc.

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“The best features that I appreciate about Alfresco include its search functionality, especially content search, where I can search for a specific word within a document, and the access control list at the folder level and at the document level.

“The search functionality and access controls help me daily by allowing users to get to the content quicker because people do not remember the metadata..”

Verified user

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Sre Engineering And Architecture at a financial services firm with 5,001-10,000 employees

“The best features Alfresco offers in my experience include the intelligent search, because sometimes you need to find a document, and this solution provides a full-text search across different document types and formats, which is perhaps the most remarkable feature, along with version control. The solution tracks all the changes of the documents and prevents accidental overrides or other issues.

“The intelligent search has made my work easier because you can just put a word. Perhaps you are thinking of finding something related to a client or a specific MSA agreement, and with one or two words, the intelligent search proposes all the documents that include this word, facilitating finding the information very easily and very quickly. This is the most important feature for us..”

Albano Garcia

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Director at a tech vendor with 10,001+ employees

“Alfresco had the ability to store a large volume of documents, which was excellent, although handling images, videos, and clips was somewhat more challenging. It proved to be a good data document CMS system.

The best features Alfresco offers in my experience include a strong document repository, the ability to conduct audits on the history of the documents, and having security and permissions around it, which I found very useful.

Alfresco positively impacted my organization by enabling the ability to store hundreds of thousands of documents. This capability helped my team save time and reduce errors. It enabled users to find exactly what documents they were looking for in a timely fashion, as well as to export to patients and healthcare members what they needed to do for Medicaid, Medicare, or any other secondary insurance, including the documents they needed to fill out as well as prescriptions..”

Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 10,001+ employees

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“From what I have seen in those projects, the best features Alfresco offers include the ability to customize using APIs and using Alfresco as a headless repository.

“Customers typically make use of Alfresco's APIs or the headless repository by building their own custom front end, either a web page or a Java application that would use APIs to talk to the repository.

“Regarding features, the flexibility of the APIs is something that mainly stands out.

“Alfresco has impacted my organization and my customers' organizations positively by enabling them to have a very flexible solution that could meet their requirements.

“Specific outcomes that demonstrate how Alfresco helped those organizations include process improvement and being able to search and find documents within seconds versus manually having to hunt for them in other systems..”

Verified user

[Read full review](#) 

Manager, Major Accounts at a tech vendor with 501-1,000 employees

“Alfresco offers many features that I value highly. The first is the open architecture that provides extensive REST API and support of open standards such as CMIS, allowing our development team to easily extend their capabilities.

“The second valuable feature is the activity workflow engine, a powerful BPMN compliant workflow engine that automates complex and multi-step processes natively alongside the content.

“Another favorite feature is smart document processing. Due to its built-in AI capabilities, Alfresco can automatically classify documents based on our business requirements and tagging. This directly helps us find those documents by tagging them and locating them more easily.

“The smart document processing in Alfresco has helped us extract information via OCR and identify entities without requiring manual data entry, as it works on a metadata approach that is directly searched via OCR. The text is assigned as a token in the backend, and using the AI capabilities, Alfresco can automatically classify and read via OCR.

“Alfresco also provides automated lifecycle management that helps us enforce legal holds, retention schedules, and secure disposition of records, keeping the files secure and ensuring that our organization remains compliant with legal requirements..”

Jaspreet k

Head Of The Operations at Flash AI

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Other Solutions Considered

“Before choosing Alfresco, they did evaluate other options. At that time, Alfresco had the most security and governance for regulated industries, which is why they chose it..”

Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 10,001+ employees

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Before Alfresco, we have worked with FileNet from IBM, mainly in banks, and SharePoint from Microsoft. We have also done several projects with OpenText.

Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux

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“Before choosing Alfresco, there were in-house document management systems. Many document management systems existed with every business unit having their own system..”

Utpal Chatterjee

Technical Project Manager at a tech vendor with 5,001-10,000 employees

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“The choice of the product depends exclusively on what the requirements are. However, Alfresco is the only enterprise CMS that has features like contribution, sharing, workflows, automation and robust content and record management, that are also Open Source..”

Verified user

Works with 11-50 employees

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“No, Alfresco is the most widely used open source ECM in the world and it has characteristics that I really like such as a Java based platform, lots of integration points, many protocols for accessing it, advanced workflow support, scripting, easily customizable user interface, a concept of a group/team based working area called site..”

Verified user

Online Educator, specializing in ECM and BPM at Marver Solutions Ltd

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“We evaluated other options before choosing Alfresco. We looked at M-Files and Laserfiche for similar metadata approaches, but we felt that Alfresco was the most suitable solution for our organization..”

Jaspreet k

Head Of The Operations at Flash AI

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ROI

Real user quotes about their ROI:

Alfresco provides a significant return on investment by efficiently managing documents. While it is challenging for clients to immediately see the benefits, the long-term advantages include seamless document management and cost savings.

Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux

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“The ROI from Alfresco is highly profitable for the company. It has helped us accelerate operational excellence and decrease compliance risk while increasing compliance mitigation. By automating manual document routing and data entry, Alfresco has saved us at least seventy to eighty percent in time and forty to forty-five percent in manual labor. It has also helped cut the processing time by ninety percent. Centrally managing records has helped us automate legal retention policies and reduce physical storage costs by eighty percent, saving us in costs and protecting us from massive financial penalties associated with compliance failures. Alfresco has saved us approximately one million dollars regarding compliance data failure and another million around lost legal documentation. In summary, Alfresco has accelerated operational excellence, ensured compliance risk mitigation, assisted in manual document routing with data entry, reduced processing times, and helped in managing legal retention policies, all while reducing our physical storage costs and protecting against legal risks..”

Jaspreet k

Head Of The Operations at Flash AI

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Use Case

Mostly, the primary use case is to store documents related to transactions in our company. These documents could be signed documents, invoices, purchase orders, etc. While transaction records are stored in our ERP system, it is crucial to have the document as proof of the transaction. We implement a content manager to link documents in Alfresco with the registry in the ERP system. This is the most important use case for us.

Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux

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“My main use case for Alfresco is as a content management system at an enterprise level.

“A specific example of how I use Alfresco as an enterprise level content management system is for sharing documents across business units, maintaining versions, audits, and access controls across various groups..”

Verified user

Sre Engineering And Architecture at a financial services firm with 5,001-10,000 employees

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“My main use case for Alfresco was that I was a sales rep for Alfresco.

“A specific example of how Alfresco was used by my customers is loan automation to take an onboarding for a bank loan and automate that process for the consumers.

“In addition to that, I was involved with insurance claims processing as another typical use case I saw with Alfresco..”

Verified user

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Manager, Major Accounts at a tech vendor with 501-1,000 employees

“My main use case for Alfresco was working for a healthcare company in 2023 that was using Alfresco, where I helped them migrate all their documentation out of it into Contentful.

The documentation I was migrating included Word documents and PDF documents, all healthcare-related. I was in charge of the team that was to extract them and ensure that they did not get corrupted, while ensuring that everything naming-wise was detailed correctly for the metadata to be transferred into Contentful..”

Kristine Parrinelli

[Read full review](#) 

Agile Solutions Designer at a tech consulting company with 10,001+ employees

“I use Alfresco as a centralized repository of documents, managing all the proposals, materials, and all the information that we have about our solution software.

“An example of how we use Alfresco as a centralized repository is that we have a repository where we include all the information about a customer, such as all the contract proposals, materials, drafts, and preparations. It is the place where we centralize all documents and all the team can work individually while centralizing everything in one place.

“We use Alfresco from our laptops and mobile devices, which gives us so much flexibility to work with the solution..”

Albano Garcia

Director at a tech vendor with 10,001+ employees

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“Alfresco serves as our cloud-native enterprise content management system and Business Process Management platform. Alfresco is a highly customizable solution that integrates seamlessly with services such as Salesforce and Office 365. Its features, including architecture control, modular architecture, and robust record management, help us manage our data effectively. Alfresco functions as an excellent alternative to other shared drive services such as SharePoint or Google Drive. It provides a safe and secure place to keep our data, store files, share folders, and collaborate on basic documents. We use Alfresco to ensure that our data is safe and secure, and the files are easily findable when we are searching for something..”

Jaspreet k

Head Of The Operations at Flash AI

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

The initial setup of Alfresco is very easy. Currently, multiple options exist such as containers or cloud-based services, but it remains straightforward. Even non-expert teams can deploy it without difficulty.

Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux

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“Initially, there were challenges. After release 6.2, these things became much better. Before 6.2, we faced various issues. With the help of Alfresco Technical Account Manager, we could resolve many of the problems..”

Utpal Chatterjee

Technical Project Manager at a tech vendor with 5,001-10,000 employees

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“Deploying Alfresco in our environment was not a challenge. We easily deployed it in all environments, including test, production, and pre-production deployments. The configuration process was straightforward. We configured it easily with the help of the Alfresco team, who assisted us in onboarding and completed the configuration within a day or two..”

Jaspreet k

Head Of The Operations at Flash AI

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“Setting up and configuring Alfresco is moderately challenging. On a scale of one to ten, it is probably about a five. Training is necessary, but Hyland provides the training, guidelines, reference books, and setup manuals to help. With the right guidance, it is relatively easy to figure out the setup..”

Verified user

Program Manager at a financial services firm with 11-50 employees

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“In the beginning, when I started out with Alfresco, it was quite a task as you need to know quite a lot of different areas to setup a proper Alfresco solution, you need to be familiar web server installation and configuration, certificate/https setup, LDAP. CIFS, WebDAV, application server tuning, database configuration, Kerberos etc. But these days we have guides for this, with clear steps making it easy to install the product and provide a robust solution.

You would spare yourself a lot of trouble by taking training courses on Alfresco. Check out courses on Udemy..”

Verified user

[Read full review](#) 

Online Educator, specializing in ECM and BPM at Marver Solutions Ltd

“Alfresco offers two initial setup options: basic and advanced. If you're not comfortable with terms and concepts like ports, DNS, hostname, database etc, the basic setup will do all that for you and will set up Alfresco with defaults parameters.

A Zero Day guide is available through the official docs, which can help then configure Alfresco accordingly and in relation to each specific use case.

The advanced setup requires a little bit more knowledge, but then again, if you're installing Alfresco on your own, you should know what are you doing anyway. You'll most likely need both system admin and DBA to configure the server and the database properly. Other than that, the initial setup is not complex at all..”

Verified user

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Works with 11-50 employees

Customer Service and Support

Alfresco's technical support is very fast and professional. They are experts, which is reassuring when seeking help. Our interactions with them have been positive, and I feel confident in their expertise.

Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux

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“Customer support is good because they are responsive. Sometimes it takes time to resolve issues, but the customer support team attends to concerns promptly..”

Utpal Chatterjee

Technical Project Manager at a tech vendor with 5,001-10,000 employees

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“Customer support is responsive when we encounter issues, however, I would prefer a direct relationship with them, focusing on updating their products more like in an agile practice..”

Karthi Keyan

Head Of Information Technology at a consultancy with 11-50 employees

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“I interacted with the customer support team approximately six months ago while configuring another system in our organization. The support team was very responsive and resolved my query within forty-five minutes, which was a good experience. I rate the customer support team a ten out of ten..”

Jaspreet k

Head Of The Operations at Flash AI

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Customer Service:

Good, Alfresco will try and help out in any way they can to make the customer happy. It is also possible to get a lot of help from the community at community.alfresco.com

Technical Support:

Average, this might be because I am quite experienced and the questions I have might be difficult to find an answer to quickly as I have probably already exhausted most solution possibilities before I contact support..”

Verified user

Online Educator, specializing in ECM and BPM at Marver Solutions Ltd

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“Technical support is good, but their internal workflow is very slow. Even if you end up getting the correct answer or suggestion, a good Alfresco engineer will probably find it's way through a bug, question, fix or whatever he's having difficulties with, before the technical support.

This doesn't absolutely mean their support is not able to answer, but due to their complex internal structure, the answer fails to arrive within a "decent" time frame.

This also shouldn't affect you if and when you considering buying Alfresco, since usually you'd rely on a re-seller or partner for that. They can provide, most of the time, a better and quicker Alfresco support..”

Verified user

Works with 11-50 employees

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Other Advice

“My advice to others who are considering using Alfresco is that it is somewhat expensive and involves considerable maintenance, so I would investigate those two factors carefully. I would rate this product a seven out of ten..”

Verified user

Sre Engineering And Architecture at a financial services firm with 5,001-10,000 employees

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“I would give advice to others looking into using Alfresco that it is a strong document management system great for version control and security. However, sometimes finding content if you do not use the right metadata practices can be difficult, and user understanding of how to search is not quite as easy. More documentation and how-to guides would probably be more helpful, along with a bit more technical support..”

Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 10,001+ employees

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“Alfresco's consistency and ability to be utilized when needed means that reliability saves time from having to go through paper files. At the touch of a mouse, I can search a record either by street name or zoning record. Regarding Alfresco's AI capabilities, the governance and security are not applicable to my use. In terms of accuracy and reliability of the output, Alfresco's AI capabilities have met my expectations and have been reliable and accurate for my needs. My advice to others looking into using Alfresco is to be sure to use correct spelling when searching. I rate this product eight out of ten..”

Thomas Cordova

Associate at Yahoo! Inc.

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“We purchased Alfresco from [AWS Marketplace](#). The integrations are seamless with all [AWS](#) services. Regarding procurement, it was straightforward and easy, and we did not encounter any challenges during that process. Anyone looking for a great solution for data management and transmission, along with excellent features that ensure document security, legal compliance, and protection from document theft or legal challenges, should definitely choose Alfresco. I rate this solution a five out of five..”

Jaspreet k

Head Of The Operations at Flash AI

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“Alfresco is deployed in my customers' organizations predominantly with about 70% of the customers being on-premise or 80% on-premise, about 20% cloud, and it was probably more 90% on-premise and 10% cloud, with the barrier being that if it is a federal government, FedRAMP compliance was not available at this point

and that kept a lot of the heavy compliance government customers from being able to go cloud.

“For those customers using cloud, they typically had to use [AWS](#), as that was the only option. Some of those customers purchased Alfresco through the [AWS Marketplace](#).

“My advice to others looking into using Alfresco is that it depends on the use case; there is definitely a fit if you need high customization to meet a requirement, and it should be considered, but if you are looking for more out-of-the-box solutions, then there are other solutions that are a better fit. I would rate this product a 7..”

Verified user[Read full review](#) 

Manager, Major Accounts at a tech vendor with 501-1,000 employees

“The easy access to documents has affected my team's productivity by saving time, which is the most remarkable difference, along with the easy navigation, as it is totally intuitive and easy to navigate through Alfresco to find the information. We have classified all the documents in a folder structure, and with just two clicks, you can easily find the information you are looking for, making usability and quick response times the two main remarkable aspects.

“Regarding Alfresco's AI capabilities, I think its governance and security are quite robust and working well. We never have issues, and they provide detailed audit trails, certifying who has accessed or downloaded a document.

“To be honest, we are not utilizing Alfresco's AI capabilities very much. We use the application, and while they have implemented AI capabilities, they are quite transparent for us, as we are not conscious of the AI capabilities we are using, which may be something quite new and not utilized at all.

“I need to check with my technical team regarding which cloud provider we use for our Alfresco deployment, but I mean, it is a commercial cloud and nothing

particularly relevant. It is one of those servers that you can find, but I do not really know the name.

“I would advise others looking into using Alfresco that it is a very good tool, easy to implement in a few weeks, covering the main features you expect from a content management solution. You can easily find the information, classify all documents, have really fast access, and enjoy a good user experience. It might not be the most advanced solution, but it covers the basics very well, which is why we are really happy with Alfresco.

“Regarding our business relationship with this vendor, I think we are not a reseller, but we have implemented Alfresco in other clients. The specifics of the relationship might be managed from the US, so I do not have much information, but I know that we have worked with Alfresco in several projects with various clients.

“I have no additional comments. We are happy with Alfresco, believing it to be a very good and competitive solution in price as a great content management solution. I would rate this review an 8 out of 10..”

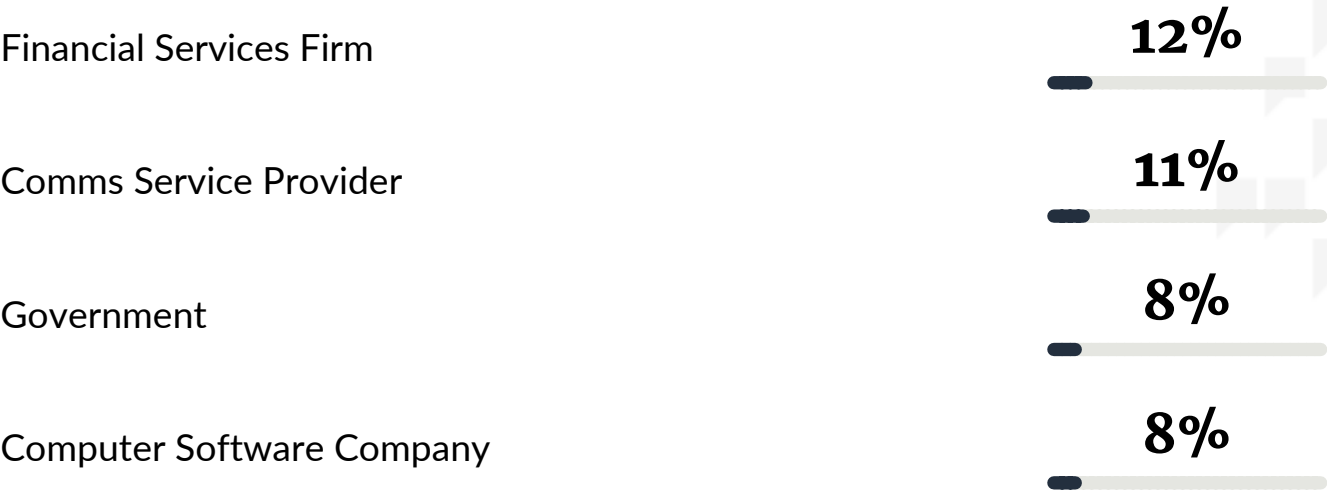
Albano Garcia

Director at a tech vendor with 10,001+ employees

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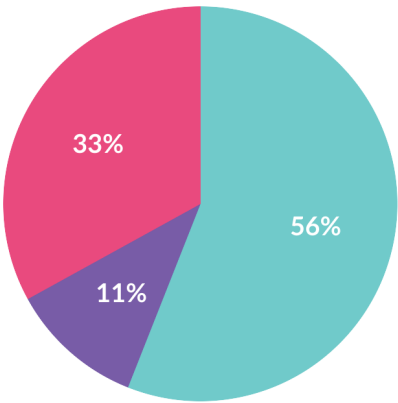
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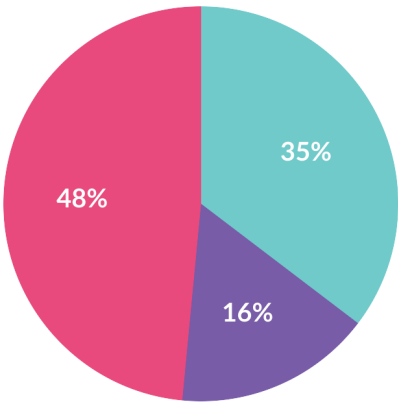


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise

 Midsized Enterprise

 Small Business

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PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944