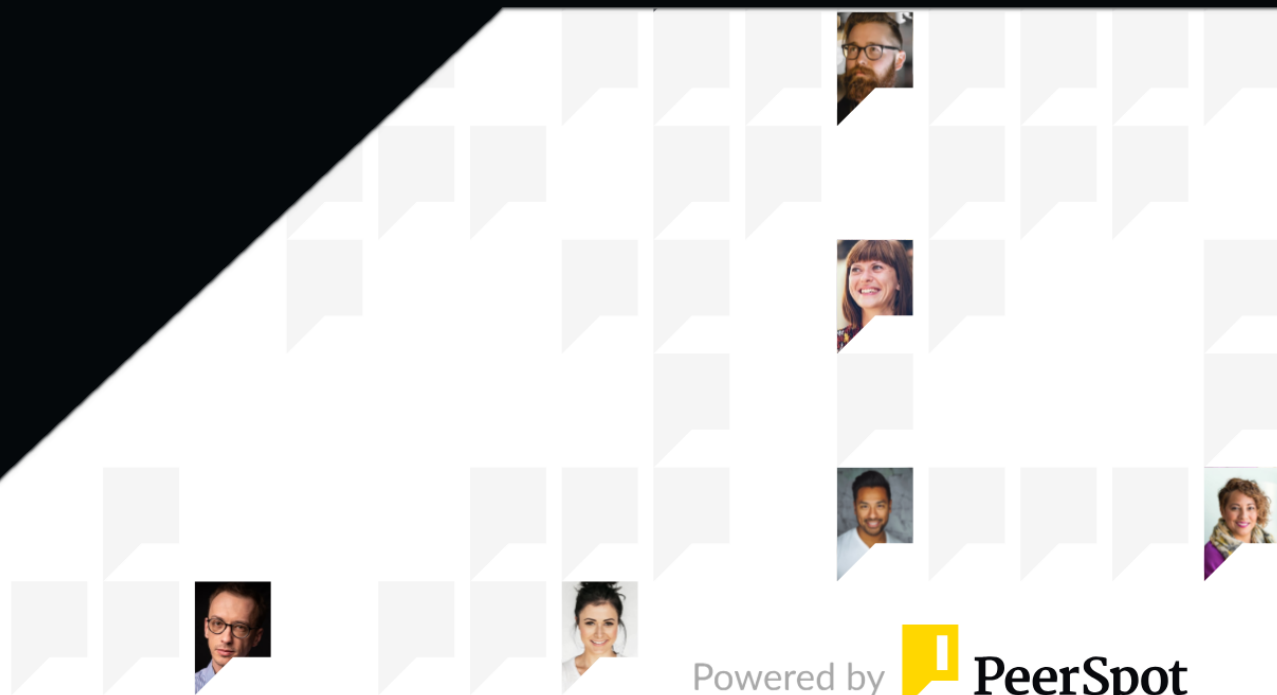




Alfresco

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Alfresco

Alfresco Recap

The Alfresco Digital Business Platform offers open, secure content services to let you unlock the value from your most important business information. Give users access to their content wherever and however they work with Alfresco's open, flexible, and highly scalable cloud-native content services platform. Easily integrate and connect with everyday business applications. Find, view, collaborate on, govern, and securely share digital content—and get information to the right person at the right time.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



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



Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux



“You can meet your users' expected features without having Alfresco's involvement.”



Utpal Chatterjee

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



“The most valuable features of Alfresco include its integration with the scanning solution, the ability to search, and the capability to store and index to capture metadata.”



Karthi Keyan

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

- ✓ “Alfresco allows broad searches with many index fields that you can search on, although the created fields and their values may not be intuitive.”



Verified user

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

- ✓ “The most valuable feature is the flexibility of the searching elements of the metadata.”



Karthi Keyan

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

- ✓ “The product allows engineering teams and developers to introduce new things in a seamless and easy way.”



Verified user

Works with 11-50 employees

- ✓ “I like the ease of use, sections, and calendar.”



Verified user

Manager Records and Information Governance at a energy/utilities company with 1,001-5,000 employees

What users had to say about valuable features:

“The most valuable feature is the flexibility of the searching elements of the metadata. Other good features are that it's open-source and allows a lot of customization..”

Karthi Keyan

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

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“We are using Alfresco for collaboration and IT project records. I am only using it for team sites. My sites are not really collaborative, but more sharing info and documents. I like the ease of use, sections, and calendar..”

Verified user

Manager Records and Information Governance at a energy/utilities company with 1,001-5,000 employees

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“Document Management, Content Model Manager, MS Office integration, Collaboration & Sharing, Workflow, Digital Asset Management, support for standards such as Content Management Interoperability Interface (CMIS)..”

Verified user

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

[Read full review](#) 

“The best feature is extensibility. Hands down, the best feature of Alfresco is what is "not there yet". The product allows engineering teams and developers to introduce new things in a seamless and easy way. Alfresco, as a company, is supporting this approach by improving the Alfresco Maven SDK and extending native APIs..”

Verified user

Works with 11-50 employees

[Read full review](#) 

The advantage of Alfresco over other document storage solutions is that it allows for the creation of a persistent link between a document and a registry. Even if you update or version the document, the link remains unchanged. This makes the record independent of the document, which is beneficial as documents often change, and it helps avoid continual updates to the registry. Additionally, the ability to handle various document types, create workflows, and its extensive customizability, from my point of view as a developer, are also significant valuable features.

Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux


[Read full review](#) 

“The overall extensive base APIs are available, and it is open for extension. This part is something I appreciate. You can have your own use cases and customizations. It is highly extensible, meaning you can do whatever you want. You can meet your users' expected features without having Alfresco's involvement. You don't need Alfresco to be there for your future enhancements, which is very advantageous.

“After onboarding Alfresco, many applications got decommissioned and everything merged into Alfresco..”

Utpal Chatterjee

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

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Other Solutions Considered

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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“Previously, we used Nautilus, which I found more robust. I was involved in the configuration and setup of Nautilus, which made it easier for me to use. I have no idea why our company switched to Alfresco..”

Verified user

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

[Read full review](#) 

“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

[Read full review](#) 

“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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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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Use Case

“I use Alfresco primarily to look up documents. However, it is not as user-friendly as the previous solution, Nautilus, which I was more familiar with due to my involvement in its configuration and setup..”

Verified user[Read full review](#) 

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

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[Read full review](#) 

Country Head Spain at Apiux

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

[Read full review](#) 

“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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“The installation is pretty much straightforward and for standard settings the installer is the best solution. However, if you decide to customize the product more, then the documentation explains all the steps very well..”

Verified user

[Read full review](#) 

Solution Architect at Zaizi Ltd

“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

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

“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

[Read full review](#) 

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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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

[Read full review](#) 

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

“Technical support comes with the Alfresco Enterprise Edition. If you are facing any problems, you have to raise a ticket and they are mostly positive to provide a solution for that.

However, generally we have worked with the Community Edition. When we had a problem, we found posts on the forums in regards to that issue and in most of the cases, we got a solution from there..”

Verified user

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Senior Java Developer at a tech vendor with 51-200 employees

“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

[Read full review](#) 

Other Advice

Alfresco is highly suitable for companies needing professional document storage with metadata, document types, categories, and specific content management security measures. On a scale of 1 to 10, I would rate Alfresco as an eight.

Jacinto Manuel Obispo Marquez

Country Head Spain at Apiux

[Read full review](#) 

“I give Alfresco a rating of 8 out of 10. If I expect resolution today, I sometimes don't get it until tomorrow. However, the overall experience is not bad..”

Utpal Chatterjee

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

[Read full review](#) 

“Find expert people with years of knowledge. Alfresco is a complex platform. The better the engineer, the less the chance of having major issues with the product..”

Verified user

Works with 11-50 employees

[Read full review](#) 

“As long as they maintain DoD certification, it is a useful product. Everything will cost. I didn’t give it too high of a rating, mainly because the use is ad hoc. We do not have a lot of rules in place for governance, content, metadata, or disposition at this time..”

Verified user

Manager Records and Information Governance at a energy/utilities company with 1,001-5,000 employees

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“The product might seem less robust due to improper configuration, and proper training is essential for effective use.

I'd rate the solution five out of ten..”

Verified user

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

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“In order to leverage Alfresco, you have to have a very large dataset. So if you're just working on a couple of million documents, it's probably not worthwhile installing it. Also, if you're looking for a look of customization, go with Alfresco, but if you're just going to use standard, out-of-the-box connectors, I would go with a different solution. I'd rate Alfresco six out of ten..”

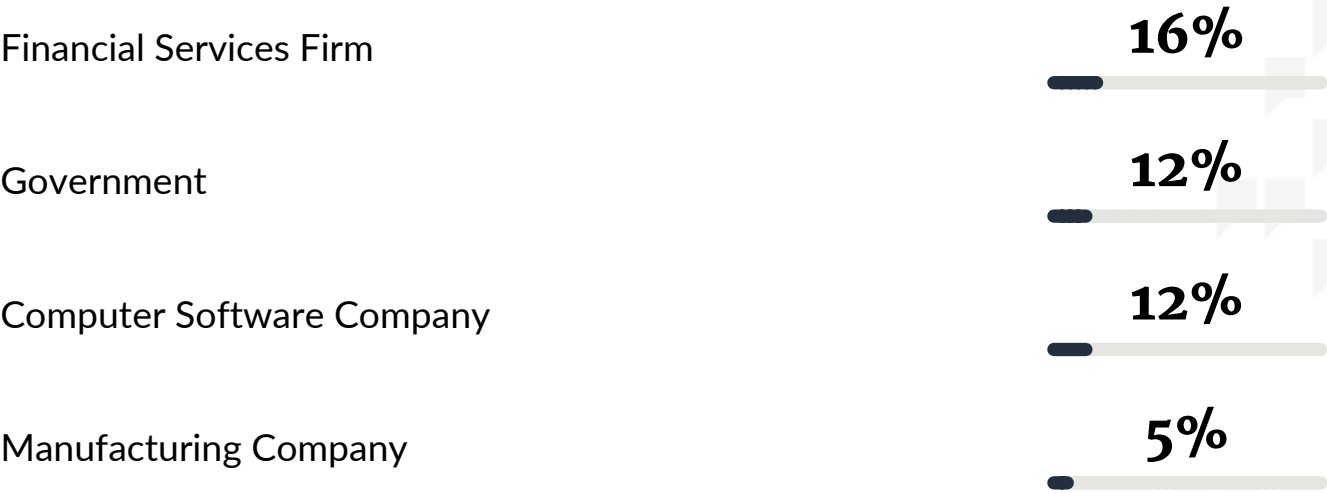
Karthi Keyan

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

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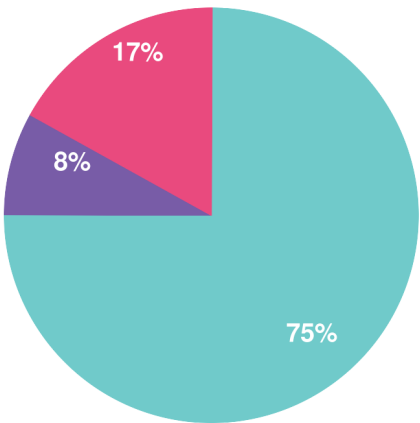
Top Industries

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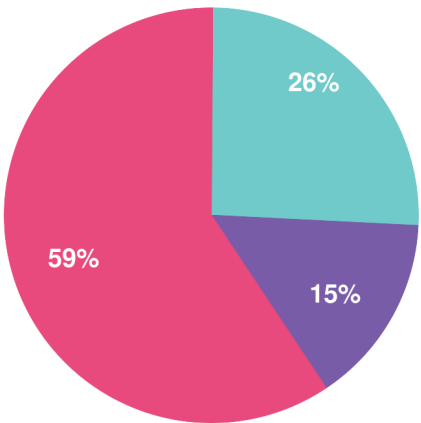


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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