



# Alfresco Services

- By Fidel Technologies

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# About Fidel

Fidel helps organizations and business owners to focus on their core business by helping them with **Technology** and **Consulting** in **Implementing Business Solutions**.

## Our Services

- **IT Services** (Application Development & Maintenance, Infrastructure Support)
- **Consulting & Business Solution Implementation** (Sterling Commerce MCF, SugarCRM, CMS (Joomla, Drupal, ModX), GoogleApps, Alfresco)
- **Localization & Testing** (L10N, Translation)

## Offices

Tokyo (Japan), Pune (India)

# What is ECM?

- Enterprise Content Management (ECM) is the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.
- Enterprise Content Management can also be defined as solutions that the organizations use to unite teams, content and associated business processes. To be more precise, Enterprise Content Management guides the people in an organization through all the stages of work, from the initial discussion and planning, design, production, marketing, sales, service, and corporate administration by providing an integrated set of content, compliance, and collaboration solutions.



## Why ECM?

- Enterprise Content Management enables you to collaboratively create, manage, deliver, and archive information that drives business operations.
- Organizations can deploy an Enterprise Content Management solution to distribute the content in multiple languages, across external and internal systems, applications, and user communities.
- An Enterprise Content Management solution manages information from the time of creation to disposal or archival.
- The Enterprise Content Management platform promptly delivers the information to the desired destination which may include a corporate marketing website, a mobile application for sales managers, a printed brochure, or an electronic newsletter.
- In addition, the Enterprise Content Management solutions automate the process of archiving content which may be critical to your business needs.
- Some of the advantages of using an Enterprise Content Management solution include greater efficiency across your organization, abides by industry requirements, reduces the risk of non-compliance with government regulations, ensures effective marketing through all channels, cuts operating expenses, and enhances customer relationships.
- The reasons for which companies employ an Enterprise Content Management solution include compliance with the standards, improved efficiency by providing the right content to the right people, consistency, better customer service, and automated archival of content.



## Why Alfresco ECM ?

Alfresco is a fully comprehensive enterprise content management system, providing Document Management, Collaboration, Records Management, Knowledge Management, Web Content Management and Imaging. Alfresco reduces your ECM costs by up to 96% compared to proprietary systems. It's as simple to use as a shared drive or SharePoint and does not lock you in to a proprietary stack.

Alfresco uses best-of-breed Open Source technologies such as Spring, Hibernate, Lucene, modern standards such as JSR-168, JSR-170, Web Services, Java Server Faces and contributions from the open source community to get higher quality software produced more quickly at much lower cost.

It operates on following platform:

**L**inux or Windows,  
**A**pache or IIS,  
**M**ySQL and  
**P**HP.

It operates on Mac as well.



# Alfresco Capabilities

- Web Content Management (including full webapp & session virtualization)
- Document Management
- Repository-level versioning (similar to Subversion)
- Records Management
- Image Management
- Integrated Publishing
- Repository access
- Workflow
- Lucene search
- Multi-language support
- Multi-platform support (officially Windows, Linux and Solaris)
- Browser-based GUI (official support for Internet Explorer and Firefox)
- Desktop integration with Microsoft Office and OpenOffice.org

# Alfresco Web Content Management Features

- Virtual File System
  - All content can be made available as a shared drive
  - Existing applications can be dragged and dropped into the repository
  - No integration needed with customer's tools of choice
- Whole Site Versioning and Rollback
  - Ability to roll out a new site version automatically
  - Legal compliance - maintains exact state of the website at any time
  - Disaster recovery - can quickly rollback to last known stable version of the site
  - Integrated customizable workflow for editorial approval and deployment
- Management of Content and Code
  - Single system or record - no need for separate servers, systems for managing code and content
  - Web 2.0 sites are web applications. Manage the whole web application - content and code
  - Faster time to web - unified QA process for code and content
- Parallel Development
  - Multiple sites managed from one place
  - Each user has an isolated sandbox and can preview how their changes affect the site
  - Accelerate new initiatives - multiple projects in development
  - Less interdependency between roles - content creators reduce dependency on programmers

# Alfresco Web Content Management Features

- Staging and Virtualization
  - Provides ability to preview in-context changes to any web application, including PHP, Ruby, JSF,
  - Tiles, Struts, Groovy, and .NET
  - Reduced risk of error - end user is empowered to view their changes
  - Improved user experience
- Multi-Asset Publishing and Content Reuse
  - Add many types of content simultaneously
  - Instantly share content updates across multiple sites and content renditions
  - Launch all your collateral for a product launch at once- images, videos and web pages
- XML Authoring and Multi-Channel Publishing
  - Form authoring using industry standard XML Schema - no special training necessary
  - Automatic user interface rendering using XForms standard
  - Create multiple pages at once - support for multiple views of content, including automatic
  - Creation of HTML pages and PDFs
- Deployment and Scalability
  - Scalability - on-demand scaling in the runtime environment
  - Web farm deployment configuration - supports advanced deployment rules for scalable, 3-tier
  - Web application architectures with partitioned, replicated deployment
  - Choice and technology flexibility - Alfresco maps to any architecture, including .NET, Rails, PHP

# Alfresco Web Content Management Features

- Multi-Site Management
  - Multiple site authoring simultaneously
  - Any number of web projects of varying size, complexity and architecture
  - Site templating - re-use of code and content for parallel development or creation of new sites
- Integrated Enterprise Content Management (ECM) Platform Security
  - Manage all your enterprise data in one place
  - Integrated document management and records management
  - Document collaboration that results in web-publishable content
- Security
  - Security and user management with users, groups and roles
  - Single sign-on through NTLM or LDAP
  - Auditing functionality for compliance
- Overall Benefits
  - Dramatically reduced cost and total cost of ownership
  - Reduced risk
  - Rapid deployment

# Alfresco Document Management Features

Alfresco offers document management using familiar interfaces to get rapid user adoption built on a repository that offers transparent, out-of-sight services for full ECM.

- Virtual File System : Replace shared drives and offer the same interface
- Email-Like Rules : Configure plug-in rules to automate manual processing and offer out-of-sight compliance
- Google-like Search : Search directly from Firefox or IE7
- Yahoo-like Browsing : Automatic meta-data extraction and categorization
- SmartSpaces : Best practice collaboration spaces
- Transparent Lifecycle support

## **Content Contribution**

- Virtual File System making ECM as simple as a shared drive
- CIFS briefcase synchronization
- Portal Access : JSR-168

## **Content Categorization**

- Automatic meta-data extraction and categorization from all interfaces

## **Advanced Search**

- Native Open Search from Firefox or IE7 across multiple Alfresco repositories, and also other Open Search repositories

## **Data Management and Transformation Engine**

- Transformation Services : Office to ODF/PDF, PowerPoint to Flash

# Alfresco Document Management Features

## Library Services

- Check-In/Out : Minor and major version control
- Auditing : Who created, who updated, when created, when updated
- Document Cross Linking : Across multiple spaces

## Team Collaboration

- Space Wizard : Best practice of folder structure, content, templates, rules and processes
- Forum Support : Threaded discussions
- Simple Email Based Workflow : Embedded URL Gapprove/rejectH
- Email and RSS change notification

## Integrated Workflow

- jBPM Integration : Complex workflow support
- Dashboard task management
- Compliance : Secure document lifecycle management

## Security

- Security and user management with users, groups and roles
- Document level security
- Single Sign-On through NTLM or LDAP

## Benefits

- Alfresco delivers the following benefits:
- Dramatically increased user adoption
- Dramatically reduced cost and TCO
- Reduced risk
- Rapid deployment

# Alfresco Record Management Features

Alfresco offers one integrated repository to manage all formats of content across document management, web content management, email and imaging repositories. The repository is a modern platform:

- Designed to meet DOD 5015.2 Requirements
- Drag-and-drop records management capture from desktop tools -Support for Microsoft Office, Microsoft Exchange and Open Office desktop tools through a standard Microsoft Windows Explorer interface
- Automatic meta-data extraction and classification
- Complete auditing and workflow integration - Service Oriented Audit of every service invocation to a database table with dashboard access
- Extensible records management rules support
- Automatic long-term archival format conversion. Automatic conversion from proprietary office formats to long-term vendor neutral formats, such as Open Document Format (ODF) and Portable Document Format (PDF)
- Simple export for archival
- Zero footprint on the client in both web and client server Environments
- The industry.s most scalable, standards based JSR-170 content repository
- High-availability, fault tolerance and scalability . Any number of machines, auto failover and clustering
- Simple to install, use and roll out

# Alfresco Record Management Features

## User Functionality

Users get the functionality they expect from high-end Records Management tools as a transparent, out-of-sight set of services. They have:

- **File plans** - Automatically classify and schedule records based on pre-existing plans and standardized structures
- **Type-base plans** - Automatically classify and schedule records based on pre-existing types
- **Automated lifecycle management.** - Schedule, content and metadata change activation based on simple rules
- **Automatic document numbering**
- **Retention and archival policies**
- **Disposition** - Controlled and scheduled handling of archiving, holds, transfers, accessions and destruction using rules and automated processing
- **Pre-population of meta-data** - Impact management and automatic updates
- **Dashboards** - Pre-defined reports and meta-data type definitions to search and screen records due for handling and handling exceptional cases
- **DOD 5015.2 Administrator Templates** - To support US Department of Defense records and filing requirement for metadata definitions, fileplans and functionality
- **Rapid eDiscovery** - Simple search across full-text content, fileplan structures, records management categories and types

# Alfresco Record Management Features

## Benefits

This new and first Open Source Records Management platform delivers significant benefits in the areas of:

- **Increased user adoption** -. For all users across systems
- **Reduced cost** .- One repository, simple to install, use and rollout
- **Reduced time to deployment** .- Zero footprint client
- **Reduced Risk** - Consistent records management for all information
- **Increased efficiency** - Reduce delays for regulatory submissions that are delayed by ineffective or limited records management
- **Reduced time** - Reduce search and discovery time and cost for litigation support

# Alfresco Image Management Features

Alfresco offers a single integrated repository to manage all formats of content across image management, document management, web content management and email repositories. The repository is a modern platform with:

- One repository for any digital asset
- The industry's most scalable, standards-based, JSR-170 content repository
- Standards support for JSR-170, Web Services and REST
- High-availability, fault tolerance and scalability, auto failover and clustering
- Secure distributed capture over Web Services, HTTP and HTTPS
- Reuse of Alfresco Business Policy Rules
- Server-based transformation between many formats including TIFF, JPEG, GIF, PNG, MS Office, PDF and FLASH
- Meta-data extraction and management
- Automatic classification framework

## User Functionality

Users get a simple to use, integrated image management system that is as straight-forward as a shared drive. It has functionality with:

- Powerful location, attribute and category-based search
- Automatic email and RSS notification
- Flexible workflow. simple folder based workflow and sophisticated jBPM integration with dashboard access for task management
- Image rollover preview
- Image format management

# Alfresco Image Management Features

## Benefits

This new open source image management platform delivers significant benefits in the areas of:

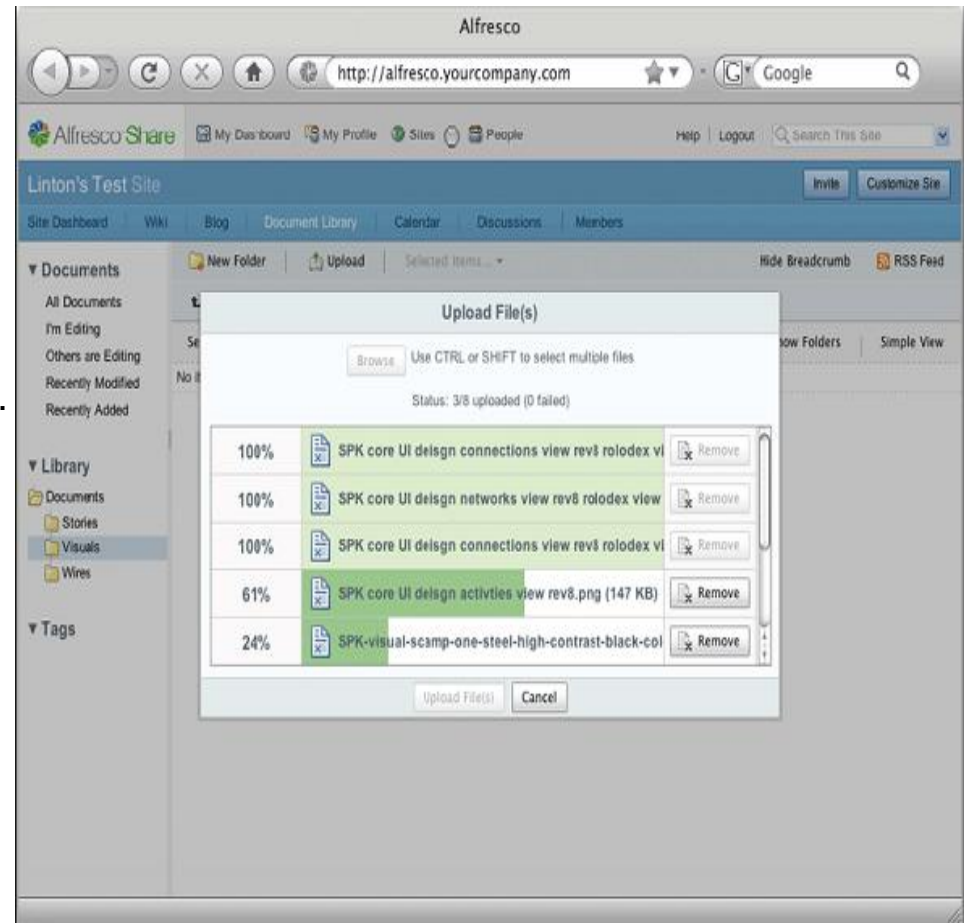
- **Cost** - . Low Total Cost Ownership single integrated, highly scalable, high-availability ECM platform
- **Cost** - . Preserve investment in existing operating system, database, application server and high availability infrastructure
- **Enhanced Customer Service** - . Integrated customer view of all related correspondence. Highly scalable, high-availability ECM platform for rapid, reliable customer response
- **Choice** - . Standards-based content management using JSR-170, JSR-168, ODF, Web Services and REST
- **Enterprise-Wide Compliance** - . Common governance framework with integrated business process management and service oriented auditing
- **Quality** - . Single enterprise-wide repository

# Alfresco Share Features

Alfresco Share is built on the Alfresco enterprise-class document repository and delivers out-of-the box collaborative content management. It simplifies capturing, sharing and retrieval of information across virtual teams. Team or project members can rapidly find relevant content, experts, look at past or similar projects and keep on top of any relevant changes to make them more efficient.

## Document Library

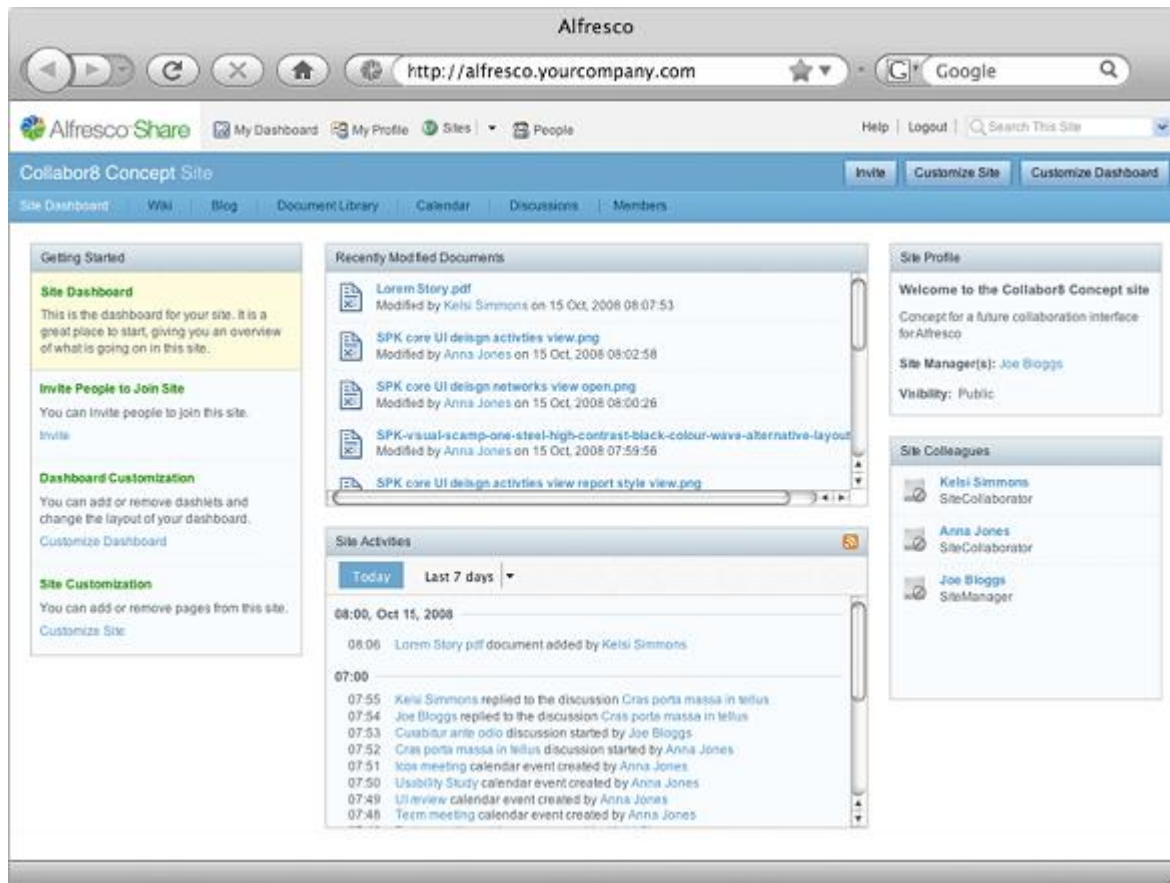
Simply bulk-upload project content and let others choose content via thumbnails and view it in a Flash viewer, allowing users to view content regardless of the originating application or product version. Simply search rich meta-data of document properties and tags. Allow access via an RSS feed.



# Alfresco Share Features

## Search

Teams can search for people and experts to contribute to their projects as easily as searching for content.



# Alfresco Share Features

## Activity Feeds

Provide users with updates on what is new or changing in a project . Essentially providing the 4W's who, what, when and where for content that is added, edited or commented on, as well as new team members and critical calendar dates.

## Create Virtual Teams

Create the right virtual team for projects and communities including both internal and external members.

## Personalized Dashboard

Use a rich interactive interface to configure a customizable dashboard and sites based on what is most important to a specific role or project.

## Rapid Application Development

Develop applications in an environment that uses lightweight scripting and reusable components avoiding .Net and Java.

## N-tier Architecture

Deliver scalability and accommodate more users on existing hardware resources.

## Draft CMIS Support

A draft implementation of the proposed Content Management Interoperability Services (CMIS) specification is included to provide a platform for developing and testing new applications. The proposed CMIS standard is currently undergoing OASIS committee stage review and is backed by all of the leading ECM vendors.

# Alfresco Share Features

## SharePoint Protocol Support

The first ECM platform to offer Microsoft Office SharePoint Protocol support. Delivering lower cost collaboration with no additional client installation required and allows choice for hardware, database, operating system, application server and portal products.

## Benefits

Alfresco enables organizations to control costs and boost productivity in the following ways

- **Rapid deployment delivers immediate business value:** Alfresco's Web 2.0 functionality enables organizations to simply and rapidly rollout collaborative content solutions.
- **Supports initiatives for knowledge retention, best practice and virtual teams:** Organizations can support virtual team collaboration for home and distributed working, as well as support initiatives for employee knowledge retention and more effectively access best practice information.
- **Cost reduced to operating expense rather than capital expense:** Alfresco's open source subscription model allows customers to implement an enterprise wide collaboration tool at a low cost, without incurring capital expenses (cap ex) associated with traditional licensing models.
- **Re-use of existing investments in hardware and software:** Alfresco's open standards architecture enables organizations to leverage existing investments in hardware and Software.

# Alfresco Social Computing Overview

The Alfresco Open Source Social Computing Platform provides native knowledge worker collaboration tools and services in conjunction with integrations to leading Web 2.0 tools and services such as Face book, iGoogle, Media Wiki, Type Pad, Word Press and Adobe Flex.

The Social Computing Platform enables organizations to implement next generation rich internet applications to mash-up and present internal and external content, bringing social networking capabilities to the business end user, while retaining choice over the selection of best of breed tools and ensuring enterprise-level security and control.

## The Social Computing Challenge

The new world of Social Computing changes the focus to:

- **People** - understanding preferences from communication and relationships vs. data and objects.
- **Collaboration** - Sharing of ideas and contribution of knowledge in a creative environment vs. workflow and control.
- **Content-as-a-service** - Content accessible everywhere, shared drive, repository, Face book with automatic and appropriate storage, management, security, auditing and retention vs. a content suite and user driven storage.
- **Context of Networks** - Activity driven context based on content, projects and team vs. Person only.

# Alfresco Social Computing Overview

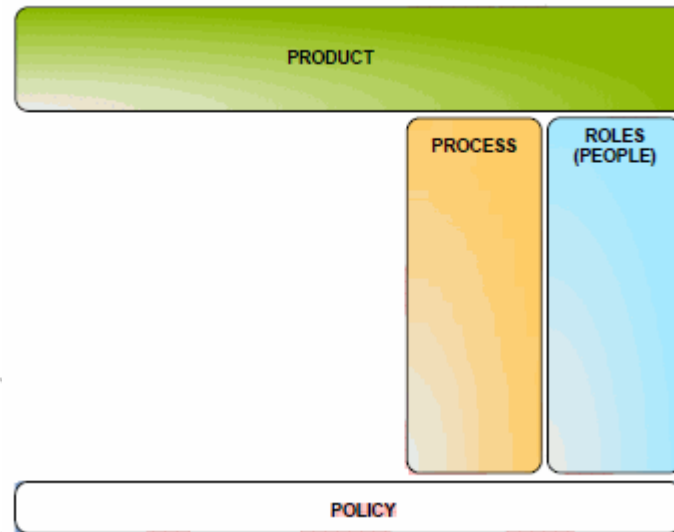
- **People-Centric Tools** - Tech-populism bringing the tools we know and love at home into The office vs. 1990.s interfaces and systems.  
Alfresco has embraced this major industry trend and incorporated the following capabilities into the Alfresco Social Computing Platform:
- **Social Collaboration** - Knowledge Spaces, Calendars, Discussions, Wikis, Presence (Skype and Yahoo), Social Tagging, and richer Social Networking information for users
- **Integrating the Outside-In** - Out-of-the-box integration of best of breed open source Web 2.0 tools and services - Face book, iGoogle, Media Wiki, Word Press, Type Pad, RSS Readers & Email.
- **Integrating the Inside-Out** - Out-of-the-box content publishing to multiple channels – Web Sites, Face book, Word Press & Type Pad.
- **Rich Mash Up Architecture** - Creation of new Rich Internet Application (RIA) mash up applications through Adobe® Flex. SDK, integrating front with simple, lightweight scripting APIs.
- **Choice** - Choice of operating system, database, application server, portal, content creation tools collaboration & social networking tools.

# Industries where Alfresco can be used

- Alfresco can be used in following industries:
  - Entertainment/Media
  - Defense
  - Education
  - Manufacturing
  - Government
  - Financial Services
  - Government/Not-for-Profit
  - Publishing
  - Pharmaceutical
  - Utilities
  - Aerospace
  - Telecommunications/Technology
  - Logistics

# Alfresco Terminology

- We could say that at a very high level your enterprise can be decomposed into Policy, Process, Roles and their products. Of course this is a gross over-simplification, but that is the intention. Any assertion/assumption you can make about your enterprise should fall neatly into one of these four areas.
  - Policy is the bottom bedrock of any enterprise. Roles, Process and even product are always subordinated to policy.
  - Our products are an outcome of our process and the roles that perform the processes (according to policy). Product is simply output or outcome.
  - Technology is used to implement and support these concerns.



# Alfresco Terminology

- **Library Services**, which is a catchall term for the basic content operations that differentiate content management from ordinary database management. Library services include basic access, store, check-in, check-out, locking, version control, managing meta-data, and organizing content into folder structures. Auditing of who accesses and updates information can be considered a part of library services.
- **Organization Services** provide classification schemes and taxonomies that allow information to be more easily browsed in multiple categories and to confine searches. The most basic form of organization is the use of folders to classify information.
- **Search and retrieval** encompasses full-text, metadata and category searches. Full-text has largely been defined by internet search vendors like Google, which have set users expectation on ease of use and speed.
- **Collaboration services** are relatively new and driven by the convergence of groupware into the same space as content management. Collaboration is generally team-focused and revolves around the commenting and annotation of content, project tracking, resource allocation, and issue tracking.
- **Workflow services** implement business processes and ensure smooth execution by providing workload balancing and tracking which tasks have been performed and which are overdue. Workflow services are currently undergoing significant change as the result of the industry standardizing on the BPEL4WS standard.
- **Lifecycle services** manage the long-term policies concerning and are crucial for enacting archiving and deletion policies of records management. They are also necessary for the control of visibility of content in process the industry generally calls effectivity.

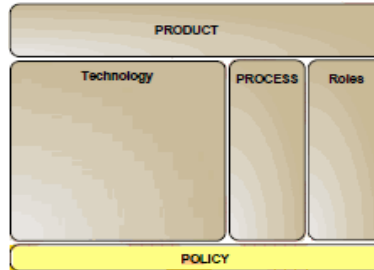
# Alfresco Terminology

- **Security services** control permissions on content that include simple read, write and delete to copying, printing, special properties access and delegation of ownership. Modern security services provide role-based access control lists with the ability to not only designate who can see content, but also exclude others from acting on content.
- **Transform / Publish services** converts content and content components into other formats and aggregates components into finished documents and web pages. Transformation is useful for creating web ready content from other formats.
- **Events / Syndication services** are for providing changes and updates of content in a repository and to allow users to subscribe to those changes. RSS is becoming a popular mechanism to provide those changes.
- **High-Availability services** bring to content management the ability to provide greater assurance of access and update of content and are provided through: backup and restore; provisioning of a hot standby; or replication to another site or system for closer geographic access or disaster recovery.
- **Administration services** provide a dashboard view and control panel for the active content management system; monitors the activities of content services; and ensures that they conform to the service levels required by the enterprise.

# Alfresco Related Services

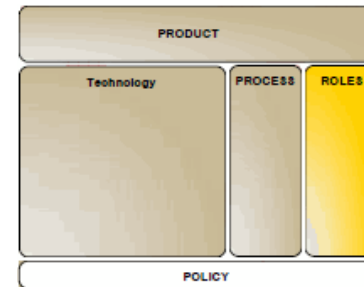
- **Policy Related Services**

- Library Services
- Collaboration Services
- Workflow Services
- Lifecycle Services
- Security Services
- Administration Services
- High Availability Services



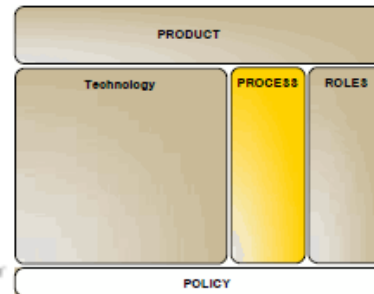
- **Role Related Services**

- Collaboration Services
- Workflow Services
- Security Services
- Administration Services



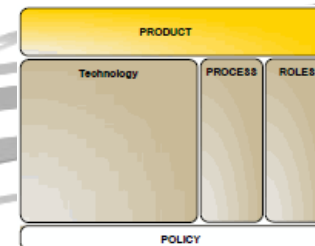
- **Process Related Services**

- Collaboration Services
- Workflow Services
- Transform / Publish Services
- Notification Services
- Library Services
- Organizational Services



- **Product Related Services**

- Lifecycle Services
- Transform/Publishing Services



## Alfresco Case Study 1 :

### Client:

Client is a manufacturer of paper and wood as well as a major distributor of building materials.

### Problem:

- Client had a requirement to update its invoice management system. It wanted to use modern standards and formats. Client also required more control and better management over the distribution and retention of invoices. The key requirements were as follows:
  - To deliver an updated invoice management system
  - To use modern document formats
  - To deliver more flexible control over distribution and retention
  - To adhere to the seven year retention policy
  - To enable a tax audit from date of creation

### Solution:

- Use Alfresco for its offer of similar functionality and robustness to other enterprise systems but at a significantly lower cost.

### Benefits:

- Ease-of-use
- Simple configuration of document distribution, transformations, lifecycles, and rules
- Metadata and content integration
- Ability to replace existing systems

## Alfresco Case Study 2 :

### **Client:**

Client is a banking group specializing in asset servicing: depositary trustee-custody, fund administration and issuer services for institutional and major corporate customers.

### **Problem:**

- The problem to be solved for Client was twofold - because of their line of business they are legally obliged to keep a record of all customers' documents with increasingly large storage space requirements.
- Another difficulty encountered was the management of transactional orders. Transfer clerks, responsible for entering and validating these orders, have only a few minutes to verify the customer's signature and thus confirm the order to transfer the funds.

### **Solution:**

- To set up the appropriate infrastructure to accommodate the EDM architecture and scanning processes using alfresco.
- Digitization of paper files and developing the incoming EDM flows with an MMI communicating with the Alfresco repository via Web Services.

### **Benefits:**

- As for the people handling customer files, they are able to search for, access and store all customer-related documents in one secure digitized file.
- Transfer clerks can now verify order signatures in a few seconds and certify conformity.

# Alfresco Edition Comparison

		
Recommended For	The Alfresco Community Edition is recommended for developers and highly technical enthusiasts in non-mission critical environments. As this edition is unsupported it is intended to be used by those happy to spend time and resource solving issues independently	The Alfresco Enterprise Edition is recommended for Corporations, Governments and other organizations looking for an enterprise scale, production-ready open source ECM solution without any upfront license fees, that is typically under a 1/10th of the cost of traditional Enterprise Content Management products ( <a href="#">TCO White paper</a> )
Platform Support	Developed to run on an open source stack	Certified against leading open source stacks plus commercial platforms including: <ul style="list-style-type: none"> <li>• Database - MS SQL Server, Oracle</li> <li>• App Server - BEA WebLogic, Oracle, Websphere</li> </ul>
Scalability and High Availability		Includes easy clustering and high-availability extensions needed to support large scale multi-server deployments
System Monitoring		Provided via advanced JMX-based tools allow access to database connection, memory usage information and dynamic server re-configuration
Multi-tenant Support		Cloud ready multi-tenant architecture
Application Extensions		In addition to the open source Forge extensions Alfresco makes available fully certified enterprise extensions that enhance the core ECM capability e.g. production Kofax integration for production imaging
Support	None provided	Alfresco provide commercial support with Service Level Agreements (SLA) for issue tracking, problem resolution, patches and fixes
Certification	Basic testing against open source stack running Windows, MAC OS and Linux	Rigorous testing by dedicated Alfresco QA Engineers combining both automated QA and over 3000 manual checks and tests, on both open source and proprietary stacks (see <a href="#">Supported Stacks</a> for more details), for bugs, stability, scalability, and security issues. An extensive QA process that provides: <ul style="list-style-type: none"> <li>• Stress tested certified builds</li> <li>• Certification for scalability and high-availability clustering</li> </ul>

# Alfresco Edition Comparison



Commercial Support	None provided	<p>Alfresco provides commercial support with Service Level Agreements (SLA). Two levels are available Platinum and Gold. Support services provided include:</p> <ul style="list-style-type: none"> <li>• Guaranteed response times</li> <li>• Call tracking and issue escalation</li> <li>• Upgrade support</li> <li>• Scalability benchmark against certified stacks</li> <li>• A controlled release model</li> <li>• Maintenance and updates</li> <li>• Problem resolution</li> <li>• Configuration, compatibility and migration advice</li> <li>• Performance and tuning advice</li> </ul> <p>(See <a href="#">Support</a> for more details)</p>
Bug Fixing and Tracking	Rolled into future versions and made available as part of daily builds	<p>Provided as part of the commercial support contract:</p> <ul style="list-style-type: none"> <li>• Bug tracking and fixing (on current and previous versions)</li> <li>• Bug fix patches</li> <li>• Distribution</li> <li>• Back-port patch support</li> </ul>
Community	Alfresco Community	Access to both the Alfresco Community and Alfresco Network (more details below)
Product Information	<p>Community resources include:</p> <ul style="list-style-type: none"> <li>• Wiki</li> <li>• Forum</li> <li>• Tech Tips</li> <li>• Community content</li> </ul>	<p>In addition to the Community resources available the Alfresco Network provides:</p> <ul style="list-style-type: none"> <li>• Quick start and expert documentation</li> <li>• Comprehensive Enterprise knowledge base</li> <li>• Automatic bug and check-in tracking</li> <li>• Proactive system monitoring</li> </ul>
Upgrades and Maintenance	None provided	<p>Provided as part of commercial support agreement:</p> <ul style="list-style-type: none"> <li>• Service packs</li> <li>• Upgrades &amp; upgrade support</li> </ul>

## Alfresco Edition Comparison



Certified Partners		A world-wide network of certified Alfresco partners
Training		<p>Training provided by both Alfresco and over 30 global Alfresco partners offer the following classroom based training courses:</p> <ul style="list-style-type: none"> <li>● System Administration</li> <li>● Web Content Management for Developers</li> <li>● Intensive Alfresco Training for Development</li> <li>● Content Modeling &amp; Web Client Configuration</li> <li>● Web Scripting</li> <li>● API Development</li> <li>● Advanced Workflow</li> </ul> <p>The world-wide network of certified training partners enables Alfresco to deliver training in local region and local language</p>
License Price / Subscription	No software license fee – free to download, free to use	No software license fee – Provided as part of an annual subscription for commercial level support
Trial	None – free to download, free to use	Available as 30 day download (see <a href="#">Alfresco Enterprise Edition Download</a> for more details)
Trial Support	None provided	Alfresco support services provided during Alfresco Enterprise Edition trials

## What we offer in Alfresco?

Policy Related Services	
Library Services	
Collaboration Services	
Workflow Services	
Lifecycle Services	
Security Services	
Administration Services	
High Availability Services	
Role Related Services	
Collaboration Services	
Workflow Services	
Security Services	
Administration Services	
Process Related Services	
Collaboration Services	
Workflow Services	
Transform / Publish Services	
Notification Services	
Library Services	
Organizational Services	

<b>Product Related Services</b>	
Lifecycle Services	
Transform/Publishing Services	

We also provide hosting options. Please contact us for the details.

## Contact Us



- For Alfresco related deployment, implementation, support services and how we can help you do contact us at 91-20-66463200 and our sales / technical member can get back to you.

More information on Alfresco

: <http://www.alfresco.com>

More information on Fidel

: <http://www.fideltech.com>

