



Service Specification Document - Alfresco

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Alfresco Digital Business Platform (DBP) is Hyland's cloud-native, open-source content services platform that includes industry-leading content, process, and governance services.

1. About Alfresco DBP

Alfresco DBP enables enterprises to build smart, content-centric business applications that transform their businesses: enhancing customer experiences and improving decision making, while ensuring compliance with regulatory requirements.

Alfresco helps you build business-specific solutions faster, with its open, modular architecture, extensibility, and low-code tools that give your developers maximum power in minimum time.

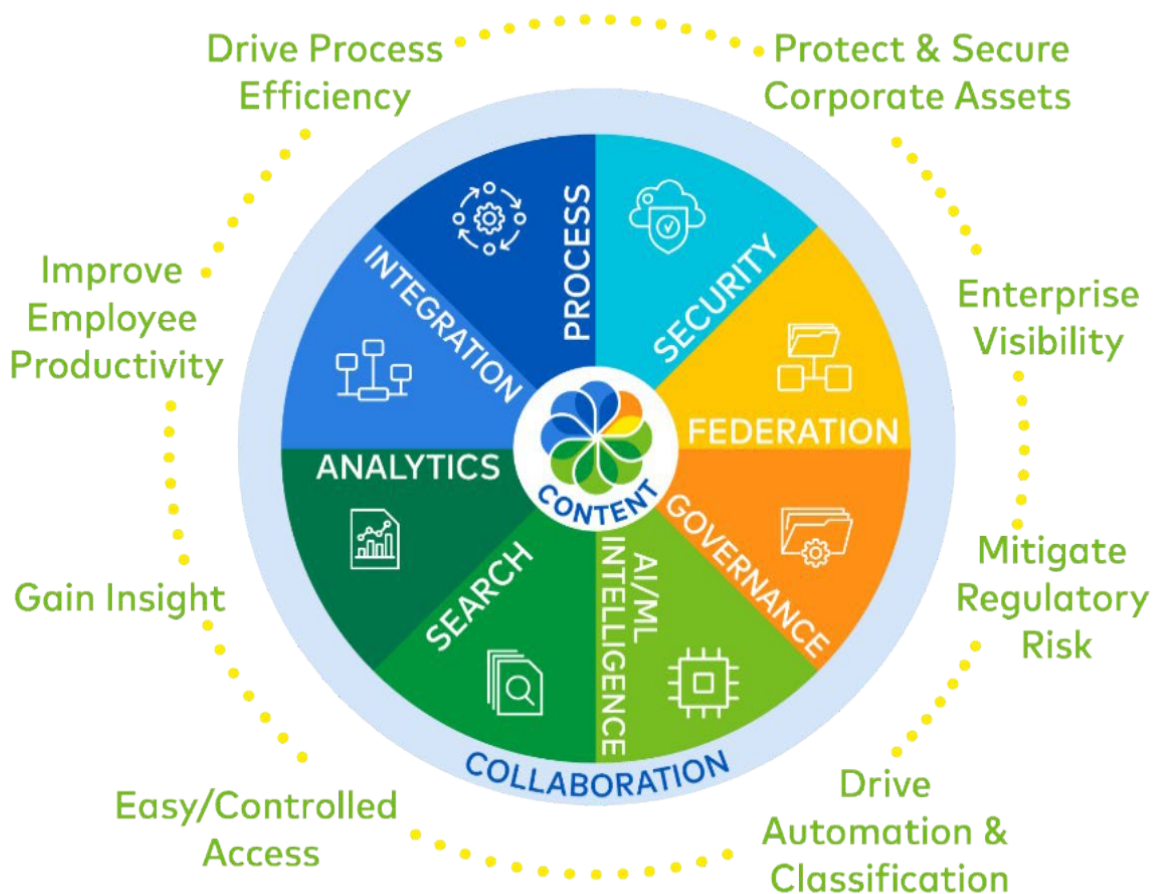


Figure 1 (above). Alfresco DBP enables organisations to **MANAGE**, **CONNECT**, and **PROTECT** their most valuable information to **UNLOCK** business value.

2. Alfresco DBP Features and Benefits

The Alfresco DBP puts your content where it's needed most—at the fingertips of those who need it. Its broad range of configurable user interfaces makes content easily available to employees in a way that works best for them. This results in more efficient, productive work which benefits your organisation and your constituents/patients/customers.

Access content wherever and however you work with open, flexible, highly scalable enterprise content management

Fast to deploy, highly scalable and fully integrated, this modern content services platform manages, protects and connects your most important information—putting content at its core, and at the heart of your digital transformation.

Security



Alfresco DBP Security provides security models, audit trails and roles to protect business-critical content and records and demonstrate compliance.

Alfresco DBP's rich security feature set has been developed throughout years of work

with government and intelligence agencies. We use static source code analysis and penetration testing tools to search for vulnerabilities related to the OWASP top 10.

Define advanced security controls with both guided and automatic classification options to secure content—whether to handle Personally Identifiable Information (PII) for the General Data Protection Regulation (GDPR) or to meet high-security organisational requirements.

Alfresco DBP Security enables you to:

- Safeguard confidential corporate assets wherever they're accessed or stored with powerful security features
- Apply granular permissions to users or groups, or to any folder or document in the repository with access control lists (ACLs)
- For additional security, encrypt content or apply intelligent security classifications that comply with highly secure government requirements

Federation



Alfresco DBP Federated Service avoid the risks of complex migrations.

It lets users find and manage information faster across more than 60 leading business systems and content repositories — such as Documentum, OpenText and IBM FileNet — plus network file drives and

email systems.

Alfresco DBP Federated Service extends powerful Alfresco search and discovery capabilities to other systems, meaning your information is accessible and actionable.

Alfresco DBP Federated Service enables you to:

- Establish a single source of truth: enterprise-wide content is available through one system
- Avoid complex bulk migrations of intelligent content
- Find and manage information faster, working in the environment you're accustomed to
- Mitigate risk with enterprise-wide compliance

Governance



Alfresco DBP Governance helps manage the use, security, retention, and disposition of business information.

It brings an unmatched combination of simplicity and control to information governance with open, fully integrated content and process governance that

strengthens compliance. Capabilities include automated records management and support for eDiscovery and legal hold.

Alfresco has served as a long-time, trusted partner to leading organizations that operate in the most highly regulated industries in the world. Alfresco works invisibly in the background so that governance “just happens.”

Alfresco DBP Governance enables you to:

- Mitigate regulatory risk and strengthen compliance.
- Decrease long-term storage costs
- Reduce corporate risk and save money

AI / ML Services



Alfresco DBP AI/ML Services gives you a scalable way to automatically enrich content and gain valuable insights by leveraging artificial intelligence (AI) and machine learning (ML) intelligence from Amazon Web Services (AWS).

No prior AI or ML experience is needed to get started with intelligent document recognition, so there is no need for expensive data scientists.

There is no complexity—a simple rule determines if Alfresco DBP Intelligence Services should be triggered on a document.

Alfresco DBP AI/ML Services enable you to:

- Eliminate manual effort and lower the processing costs of content ingestion
- Reduce the time and effort to find and access correctly classified documents and files
- Automatically enrich content and gain valuable insights
- Extract intelligence to address business needs and drive quicker more informed decisions

Search



Alfresco DBP Search provides full-text search capability for both text and metadata. You can also create search filters for easy filtering of search results and to create custom search templates. Federated Services capabilities extend these search capabilities across multiple

systems.

Alfresco DBP Search fully supports your defined permissions/ACLs. Returned search results only contain the content/records the user has the rights to access.

Alfresco DBP Search enables you to:

- Find exactly the content you need with fast, powerful search features –
- Search document properties or full text and use instant search suggestions
- Leverage advanced features (e.g. faceted search) to narrow down results
- Scale indexing and performance to handle billions of documents

Analytics



Alfresco DBP Analytics reports data to external databases (e.g.: elastic search) and monitoring systems. While traditional analytics products require a complex process of extracting, transforming and loading data into a separate data warehouse, the Alfresco DBP approach is

based on familiar technologies and existing skills

Alfresco DBP lets you gain the insights you need, faster...without Business Intelligence teams and business analysts.

Alfresco DBP Analytics enables you to:

- Make better decisions based on real-time data
- Gain insight into content, metadata, processes, and governance with developer and user-friendly contextual analytics
- Create custom reports without the need for specialised business intelligence (BI) teams

Integrations & Extensions



Alfresco DBP Integrations & Extensions are built on an open-source core with support for open standards and open APIs. Alfresco supports: ReST API; Repository JavaScript API; Search API; Repository Freemarker Template API; Spring Surf API; Aikau Widget and Service Reference/API;

Public Java API; Mobile SDK for iOS; Mobile SDK for Android.

Employees everywhere find themselves having to switch between applications to perform routine tasks and access basic information. Stop the madness. Let them access critical content using their preferred business applications, manage content in the background, and enable content services with the modular and open Alfresco DBP.

Alfresco DBP Integrations & Extensions enables you to:

- Add capabilities for specific business needs with extensions and open REST APIs
- Integrate seamlessly with leading applications out of the box, so users can access content from within the applications they use to get their jobs done



Alfresco DBP Process provides a suite of user-friendly tools that make it easy to model, deploy and update critical business processes.

Defining and adapting business processes is key to ensuring success in addressing ever-changing business requirements.

Alfresco DBP lets business owners quickly modify processes, drive continuous improvement and speed up application development.

Alfresco DBP Process has the flexibility and scalability to handle a wide variety of critical processes. It provides a powerful suite of end user tools and integrates with a range of enterprise systems.

Alfresco DBP Process enables you to:

- Digitise and streamline business processes with high-performance Business Process Management (BPM), including case management
- Quickly and easily define and refine processes as operational needs change

3. Alfresco DBP Platform as a Service

Fully managed by Hyland experts, Alfresco DBP combines the flexibility of the cloud with the power of Alfresco's content services platform to deliver innovative solutions that connect, manage, and protect your enterprise's most important information wherever it lives.

Enterprises often find a large percentage of their IT budget is devoted to infrastructure and “keeping the lights on.” Alfresco DBP Platform as a Service provides a modern environment for developing and deploying content-centric solutions - without the cost and complexity of on-premise legacy applications.

The Alfresco Cloud uses the AWS Virtual Private Cloud technologies to help ensure that your cloud instance is an isolated tenant that is private to you and not shared with any other customers. Alfresco Cloud deployment targets alignment with both ISO 27001 and NIST 800-53 standards. Alfresco Cloud also complies with SOC2 standards.

4. Additional Alfresco DBP Services

Hyland offers a comprehensive range of Alfresco DBP services to support you every step of the way enabling you to gain maximum value from your solution. Please refer to our Hyland Alfresco DBP Cloud Support Services listing.

NOTICE

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