

The business case for Alfred Desktop

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Introduction

Companies are looking to Content Services systems to create order where there is chaos and, given the vast amount of data and content they seek to analyze, maintain and store on a daily basis. Content Services Platforms are providing organizations with the means for them to take control, creating workflows that allow their employees to be more effective and efficient while complying with regulatory rules and regulations.

Unfortunately, **companies still struggle with broad user adoption**. In implementing Content Services technology we fundamentally change the way an individual or group does their job. Consequently, the business process and culture change associated with the technology is much more significant than the implementation of the technology itself.

Alfred Desktop is a desktop application for Alfresco, the Digital Business Platform. The product has been developed as a response to an ever returning requirement from the end users of Alfresco, to have Alfresco functionality in the Microsoft Environment better known as the shared drives. Change management is one of the most challenging elements with humans. Adding something to an existing way of working is easier than having to start using a new tool and a new way of working.

A wireframe globe is positioned in the upper left corner of the slide. Below it, a vertical bar is divided into three horizontal segments of increasing pink intensity from top to bottom. The main title is centered on a large white rectangular background.

From Content Chaos to Digital Agility



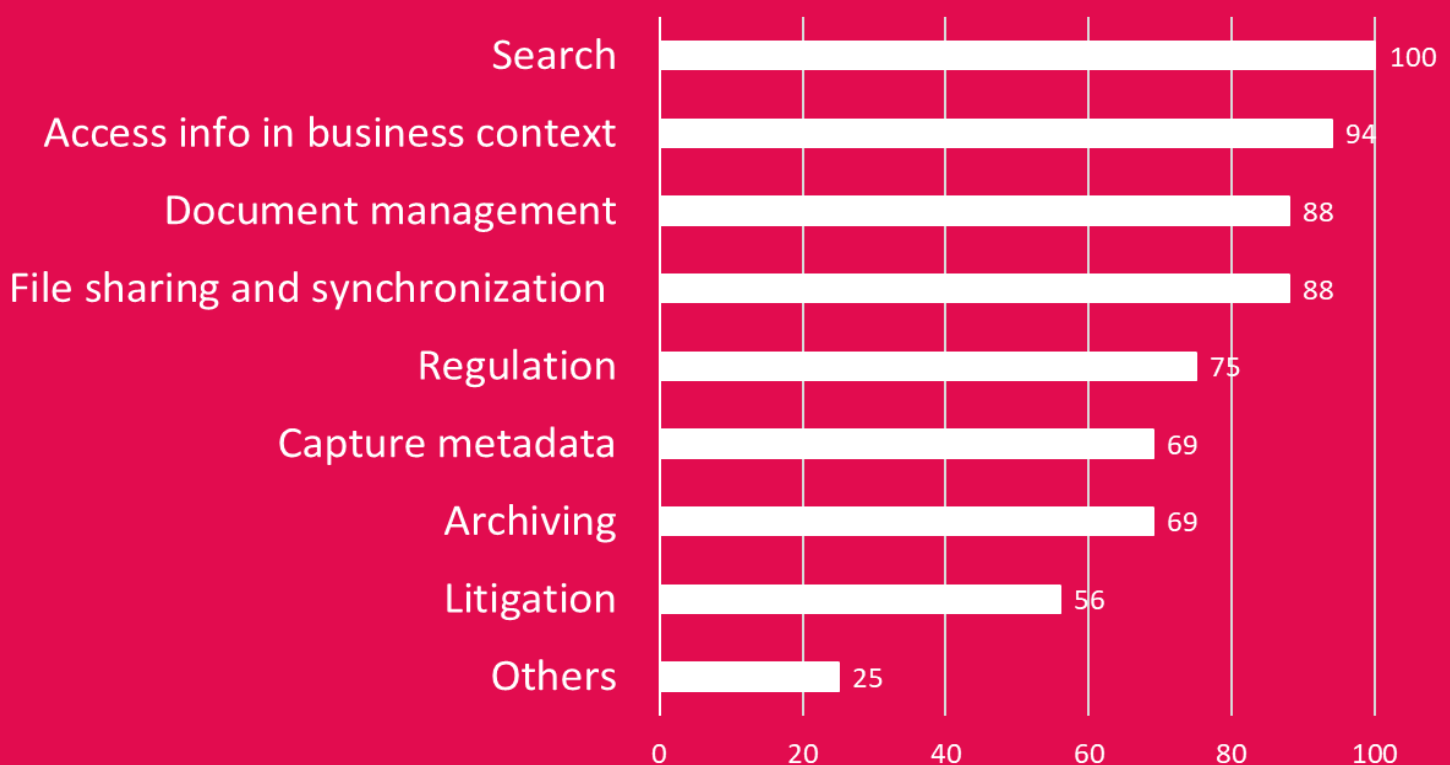
“**Access** by
employees **to**
information and
processing by
companies of their
customer
information to serve
customer needs **is**
THE competitive
advantage today.”

Top reasons for implementing a Content Service Platform

To cope with overwhelming increases in documents, emails, and other communications, more and more organizations are embracing a structured, centralized approach, such as the Content Services Platforms.

All reasons for implementing this technology convert within the objectives of **not wasting time searching for information, improving productivity, increasing the ROI and the users adoption**, accelerating and optimizing business processes and complying with the regulations.

Top reasons for implementing a content service platform



Top reasons why a Content Service Platform fails

70%

Lack of user adoption is responsible for failed projects

Poor content management practices result in taking too long to find content

62%

21%

Underestimating the impact on business processes and organizational structure and improperly trained users

A man with short brown hair and glasses, wearing a grey suit, white shirt, and grey tie, is sitting at a desk. He has his right hand resting on his chin and is looking down with a thoughtful expression. A tablet is visible on the desk in front of him. The background is blurred, showing what appears to be a modern office or library setting with bookshelves. The entire image has a warm, orange-brown color overlay.

So, why
ALFRED
DESKTOP?

100% USER ADOPTION

- Layout familiar to users with dynamic drag & drop behavior
- Functionality design based on recognition and repetition
- Personalize your working environment
- Easy (pre)view of content and metadata
- Integration with Outlook
- Build your own search query

NO TRAINING



3X SPEED

- Super fast browsing and search
- Persistent local caching of metadata for a faster navigation
- Remembers where you left off
- Bulk metadata editing and other time saving, practical functions
- Providing multiple business views
- Fast implementation and configuration

**3 SECONDS TO FIND
DOCUMENTS**



A lightbulb is placed on a dark chalkboard. On the chalkboard, there is a white chalk drawing of a lightbulb, which is the shape of the actual lightbulb sitting on it. The background is a dark, textured surface, possibly a chalkboard or a similar material. The lightbulb is positioned in the upper right quadrant of the image. The text is overlaid on a semi-transparent red rectangle on the left side of the image.

55% ROI INCREASED

- Each user saves 15 min each day
- No training cost
- Guiding user supporting corporate ECM governance, leading to higher quality of data
- More intensive usage
- Replacing your shared drives
- Combining power on server and PC using the installed SW

HIGHER PRODUCTIVITY

Alfred Desktop

Key Benefits

1

EMPOWER YOUR END- USER

While it acts like a shared drive, Alfred Desktop guides the users in creating their own work environment with personal navigation structure, saved searches, business views.

2


PROVIDE RICH CONTENT SERVICE FUNCTIONALITY

On top of the standard Alfresco functionalities, you can download metadata, edit metadata in bulk, compare versions, download and lock a folder and its content and extend support to project specific use cases.

3

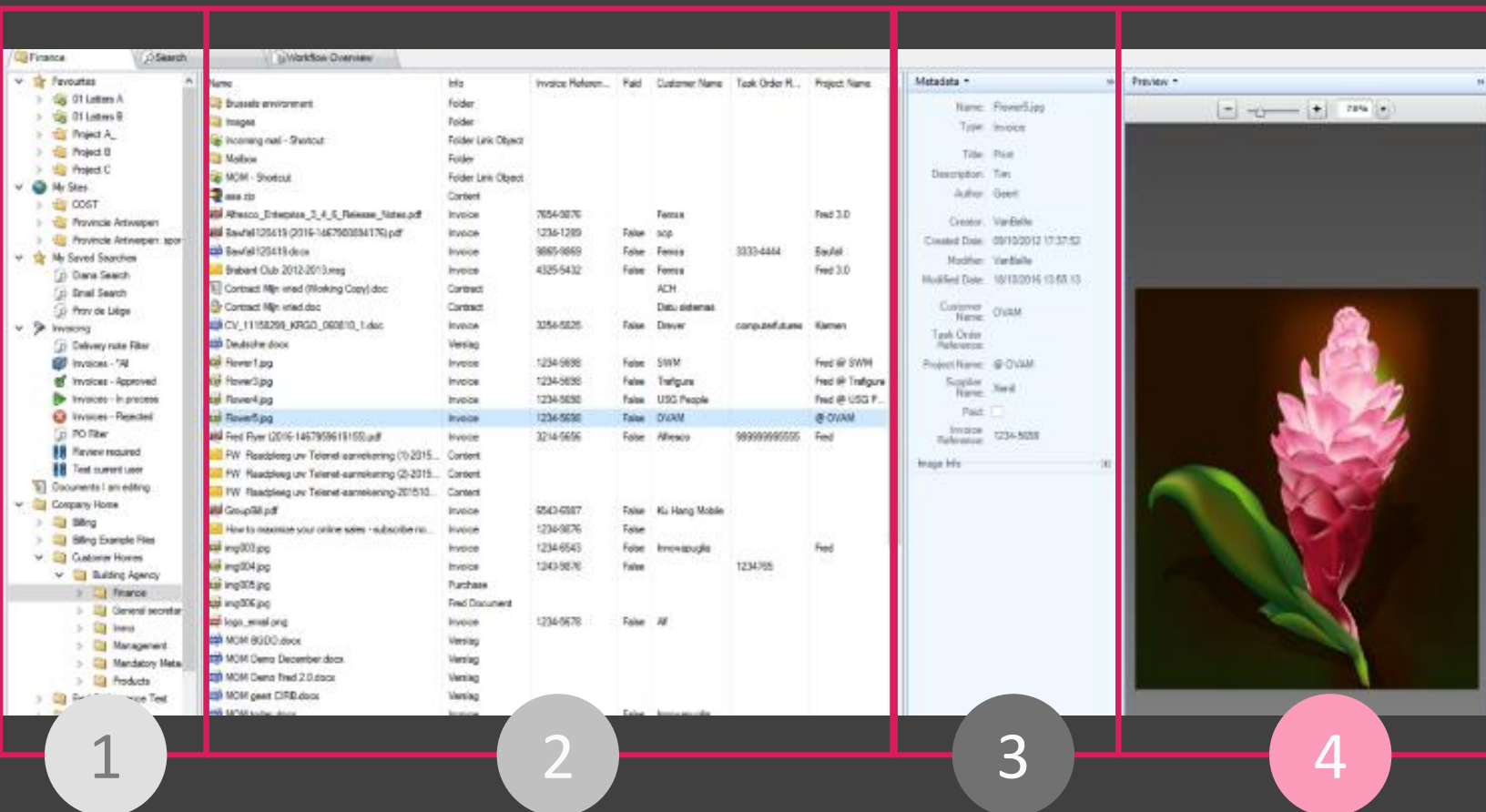
INCREASE PRODUCTIVITY & SPEED UP BUSINESS

Fast navigation, instant document preview, drag & drop capabilities, multiple business views and many more features boost your users productivity.

A wireframe dome structure is positioned in the upper left corner of the slide. Below it, a vertical bar is divided into three horizontal segments of increasing pink intensity from top to bottom: light pink, medium pink, and bright pink.

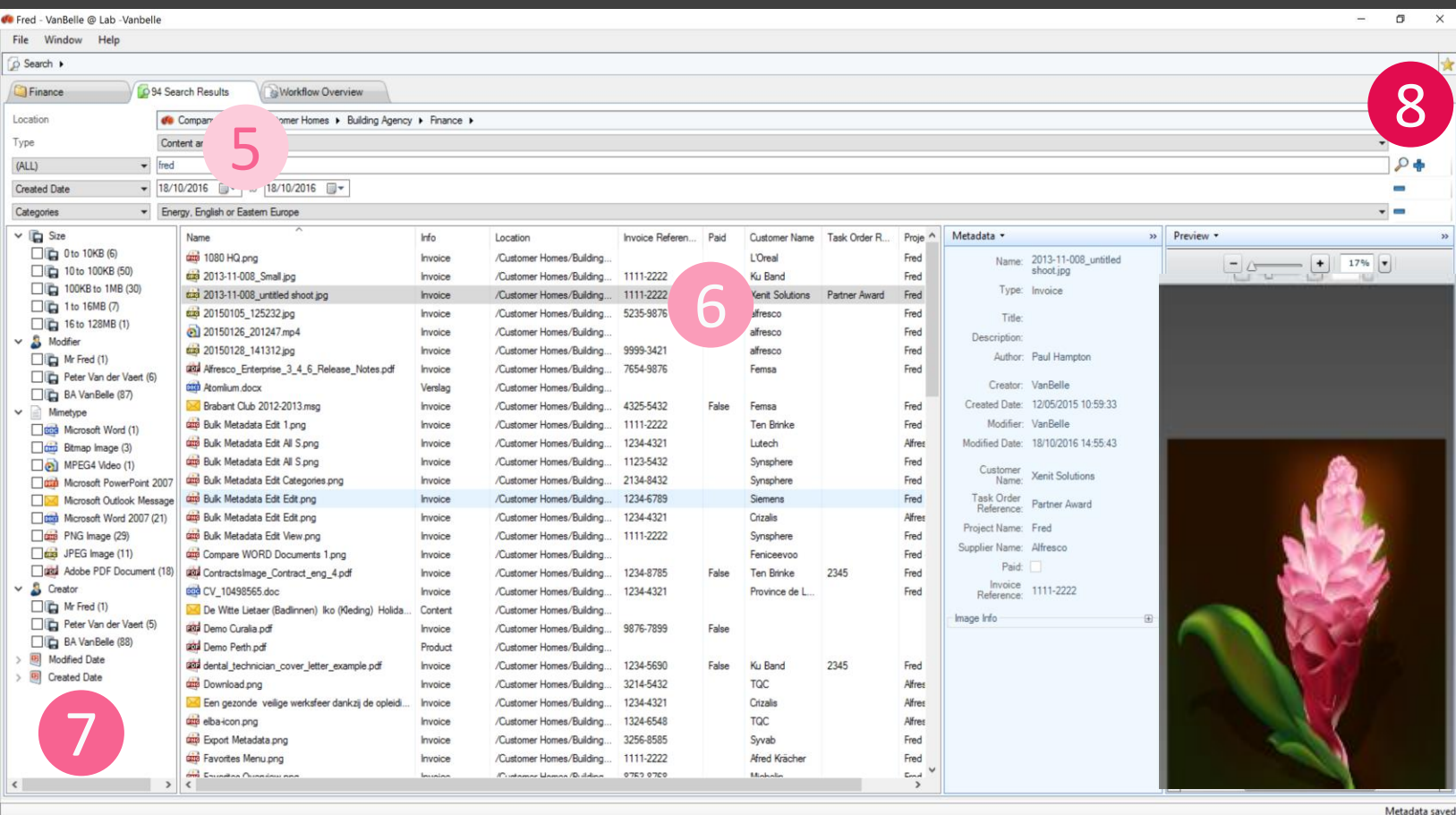
Alfred Desktop

A smart and controlled shared drive



Alfred Desktop is a smart and controlled shared drive, that looks like MS Explorer and acts like Alfresco.

- 1 **Navigation Pane:** supporting drag & drop behavior in the standard repository, the Sites navigation and the personal navigation structure
- 2 **Details Pane:** with corporate and personalized sets of business views
- 3 **Metadata Pane:** showing the metadata linked to the selected file or folder in the Details pane. You can edit the metadata from this pane.
- 4 **Preview Pane:** showing a preview of the file selected in the Details pane



Alfred Desktop extends Alfresco's search capabilities, making navigation easier, searches faster and Alfresco a tool that your employees will use.

5

Search bar where you can define search criteria and enter keywords

6

Select your preferred business view

7

Filter to narrow down your search

8

Save your search, including the selected business view

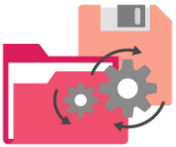
Main functionalities



Bulk Metadata Editing - A simple form to edit meta-data of one or multiple records, and enabling copy-paste from documents preview to meta-data to help your end-users enter a minimal set of mandatory meta-data.



Document handling - Online and offline editing gives you the best of both worlds, eliminating the need to copy offline content and remember whether it is online or offline. Templates support the users in producing quality documents.



Drag&Drop - Create, move, copy, and drag & drop anything (documents, emails, folders or attachments) from your desktop in and out of Alfred Desktop.



Search Options - Defining your search query with multiple criteria and a specific metadata column set and saving it as a search template. Searching in a specific folder path, filtering by facets and optimized for fast browsing will save time every day.



Personalization - Create your own navigation structure from the corporate folder structure, define a personal business view or save your search queries, ... Some of the features enabling you to create your day-to-day work environment.



Workflow and Case Management –Using the Alfresco smart folder or the Desktop Virtual Views, you can define smart business views for each step in the process. Filtered overviews of the workflows provide you a view on how work is progressing.

A decorative graphic on the left side of the slide. It features a white wireframe dome structure on a dark gray background. Below the dome, there is a vertical bar composed of three stacked rectangular segments in shades of pink: light pink at the top, medium pink in the middle, and bright pink at the bottom. The text is positioned to the right of this graphic.

Alfred Desktop Customers Stories



Alfred Desktop Customers stories



Digital transformation

Some questions raised

- Where to start?
- What to do?
- How to do?
- Will our users follow?

A white wireframe dome structure on a dark background, partially obscured by a white rectangular area.A vertical bar on the left side of the white rectangular area, divided into three horizontal segments of increasing pink intensity from top to bottom.

Stadtwerke München - SWM

“The combination of Alfred Desktop and Alfresco is our default solution for custom document management solutions since 2012. Not only are small solutions set up in a very fast way – but also do we now have a large toolbox to enhance solutions in an evolutionary way.”

- Stadtwerke Munchen -



Stadtwerke München

The biggest German municipal utility

Customers

More than 1M

Employees

≈ 9,700

Sales in 2015

Eur 6,5 B

Electricity Grid

≈ 12,000 Km

District heating Grid

≈ 800 Km

Natural Gas Grid

≈ 6,000 Km

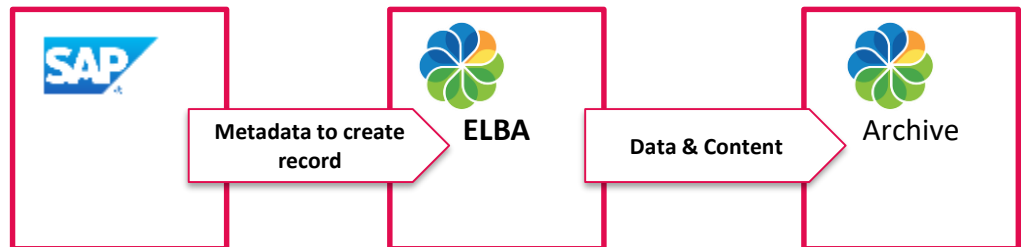
Water Grid

≈ 3,200 Km

DOCUMENTS
MANAGEMENT FOR
PLANNING, IMPLEMENTING
AND MAINTAINING THIS
NETWORK



ELBA – Elektronische Bauakte Construction Project Records From paper to digital



SWM builds and maintains the network and the network connections, resulting in thousands of construction projects each year. The work preparation, execution on site and plan update was manual paperwork.

The creation of ELBA records in Alfresco is initiated by SAP. Once the project folder is created, then project information is added to it: plans, communications, tenders, offers, contracts, cost calculations. Plans are annotated and updated before the ELBA record is moved to the long-term archive.

The full process is modeled in Alfresco with Alfred Desktop as front end to create and modify content or metadata within a record. Alfresco workflows are used to coordinate activities.

Alfresco enabled a smooth integration with the SAP environment and the implemented model allows to extend and enhance the process. Alfred Desktop provides 100% user adoption supporting dedicated SWM processes.

- Execution of the work and update of the plans of 10.000 connection requests a year are processed using workflows.

Alfred Desktop - admin @ localhost - demo

File Window Help

Workflows 2.0

Fred Search Workflows 2.0 x

Workflows I have started Select a task context ▾ Select a workflow context BACK

CANCEL WORKFLOW

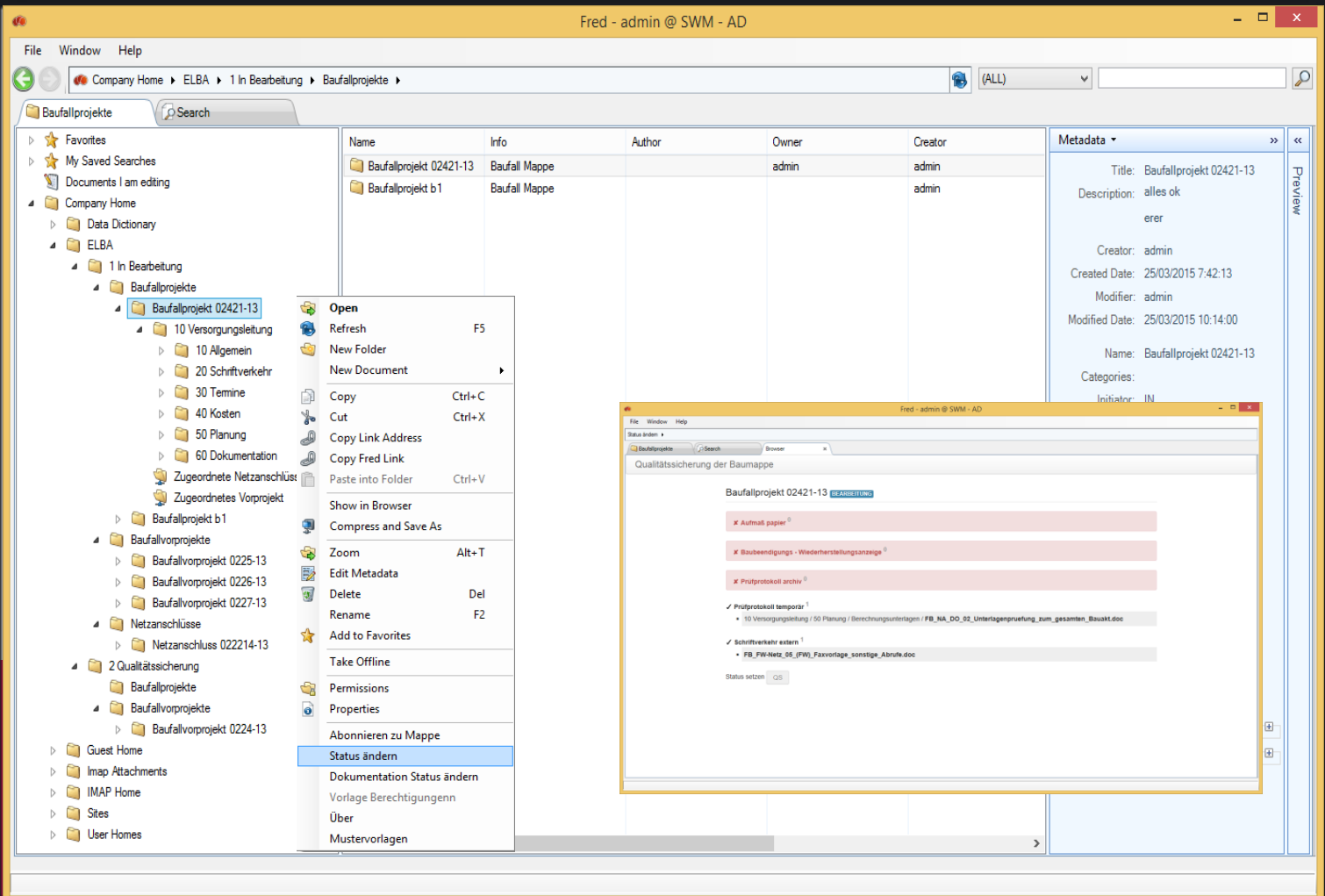
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	Owner	Description	Due date	Start date ▴▾	Priority 🔍
⚙️	admin	-2053537583840113249	2018/02/19	2018/02/19	2
⚙️	admin	3966573438067191960	2018/02/19	2018/02/19	2
⚙️	admin	986764204032214121	2018/02/19	2018/02/19	2
⚙️	admin	-3755093109913547869	2018/02/19	2018/02/19	2
⚙️	admin	-9146439133670481684	2018/02/19	2018/02/19	2
⚙️	admin	6606927575600999765	2018/02/19	2018/02/19	2
⚙️	admin	-7280792534291033294	2018/02/19	2018/02/19	2
⚙️	admin	-7889163377230562441	2018/02/19	2018/02/19	2
⚙️	admin	6736546743553449502	2018/02/19	2018/02/19	2

Workflows I have started

All workflows

- Quality validation of project documentation on a construction site before it is send to the electronic archive
 - Is the documentation complete?
 - Is the documentation up to date?



A white wireframe dome graphic is positioned in the upper left corner of the slide, partially overlapping the white content area. It consists of a grid of lines forming a hemispherical shape.A vertical bar with three distinct shades of pink is located on the left side of the white content area. The top section is a light pink, the middle section is a medium pink, and the bottom section is a vibrant magenta.

New York City - Department of Sanitation NYDS

*“Alfred Desktop combined many featured we needed into one EASY-TO-USE,
FAST TOOL.*

*Document search time went from “searching” to “finding it in seconds”. Our
users were ecstatic and off and running without training”*

- New York Department of Sanitation -



New York City

Department of Sanitation

The world's largest sanitation department



The NYC Department of Sanitation is the world's largest sanitation department. DSNY collects more than 10,500 tons of residential and institutional garbage and 1,760 tons of the recyclables – each day.

While efficiently managing solid waste and clearing litter or snow from 6,300 miles of streets, the Department is also a leader in environmentalism — committing to sending zero waste to landfills by 2030.



NYC DS Background

- ☐ Trying to **reduce paper records**
- ☐ Looking for **easy navigation, easy metadata editing and easy search**
- ☐ Using **Alfresco** for 7 years

Challenges:

- ☐ User adoption (Shared drive)
- ☐ Performance (CMIS)
- ☐ Uploading large files

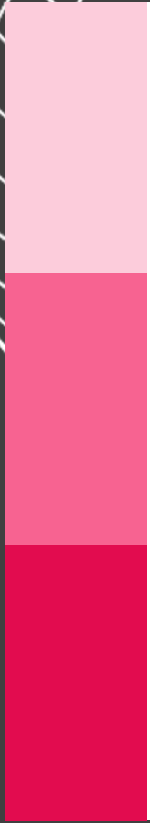


New York City Department of Sanitation Organized by Sites

- The departments are organized by collaboration sites
- Users can define and save search templates with business views, per department

The screenshot shows a web application interface with a menu bar (File, Window, Help) and a search bar. Below the search bar, there are tabs for "HRSite" and "6 Search Results". The interface displays a list of search results in a table format. The table has columns for Name, Site ID, Site Name, Site Address, Site Phone Number, Borough, Insurance Expiration Month, and Insurance Expiration Year. The results are filtered by "Collections: Site ID" and "Collections: Insurance Expiration Month".

Name	Site ID	Site Name	Site Address	Site Phone Number	Borough	Insurance Expiration Month	Insurance Expiration Year
ALLEY POND AGREEMENT - Copy....	QN-11-43	Alley Pond Apartments	Union Turnpike Springfield BLVD	7185551212	Queens	November	1979
ALLEY POND AGREEMENT.pdf	QE 11-043	Alley Pond Owners Corp.	7809 Springfield Blvd. Bayside, NY ...	(516)794-8383	Queens	December	2018
C.O.I. ALLEY POND.pdf	QE 08-035	DARA GARDENS	150-29 72ND ROAD, FLUSHING N...	N/A	Queens	August	2017
DARA GARDENS 30 DAY LETTER....	QE14-020	128 Newport Owners Corp.	622 Third Avenue New York NY 1...	(212) 324-9638	Queens	March	2018
QE 14.020.pdf	QE 07-085	GARDEN PLAZA/CHERR...	136-04 CHERRY AVENUE FLUSH...	718-555-1212	Queens	December	2017
qe7.085 letter.pdf							



New York City - Department of Transportation - DOT



New York City Department of Transportation

The Division of
Bridges and
Tunnels
manages and
maintains **over
800 New York
City bridges
and several
tunnels.**



New York City Department of Transportation

- ☐ **Alfresco** was initially deployed as a proof of concept project, with primary focus on **Bridges Engineering Document Management and AutoCAD integration for Engineering Review** and In-house Design units.

- ☐ **Less than 5 months into production**, Alfresco has been adapted by other units within Division of Bridges as well as a number of users from other NYC DoT divisions. Alfred Desktop is a key element in assuring user adoption.

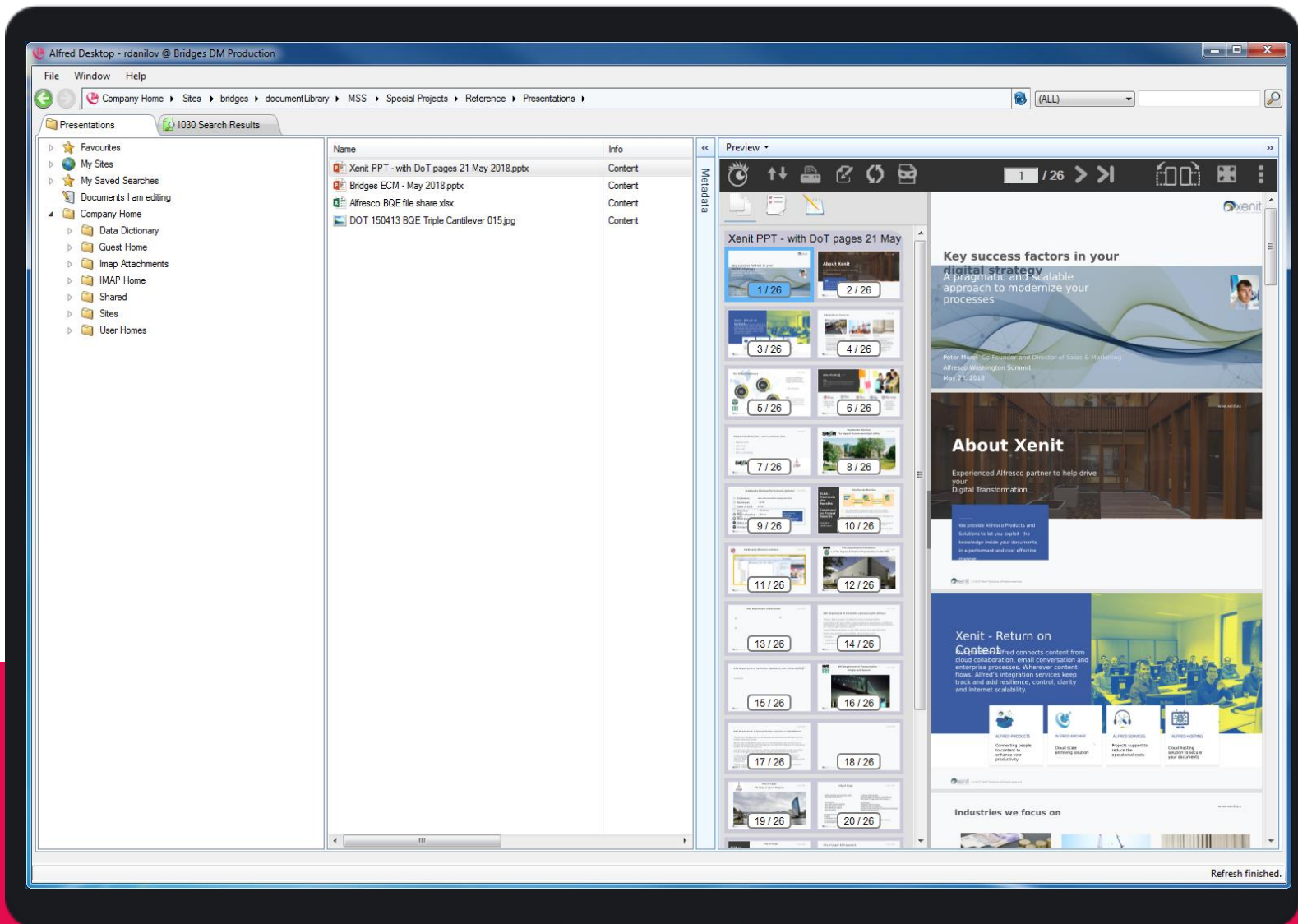
- ☐ Looking ahead, **NYC DoT is considering moving Alfresco into a cloud platform** to accommodate the need for streamlined document sharing among various NYC Agencies, State and Federal government bodies, as well as contractors working on the DoT projects.

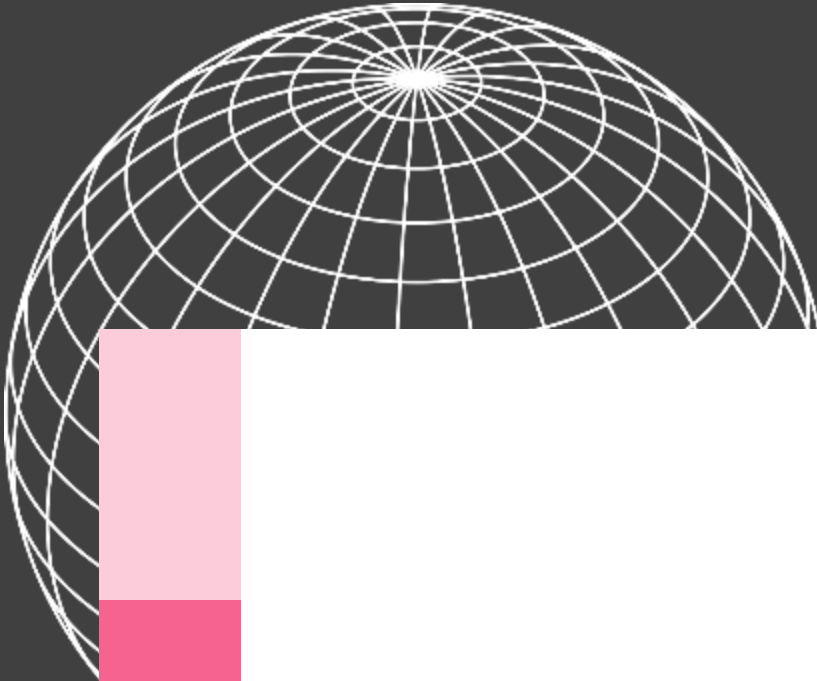




New York City Department of Transportation

- Alfred Desktop integration with ARender, the most advanced viewer, enabling users to annotate the documents



A vertical bar on the left side of the white rectangular area, composed of three stacked rectangular segments in different shades of pink: light pink at the top, medium pink in the middle, and bright pink at the bottom.

Conclusion

Conclusion

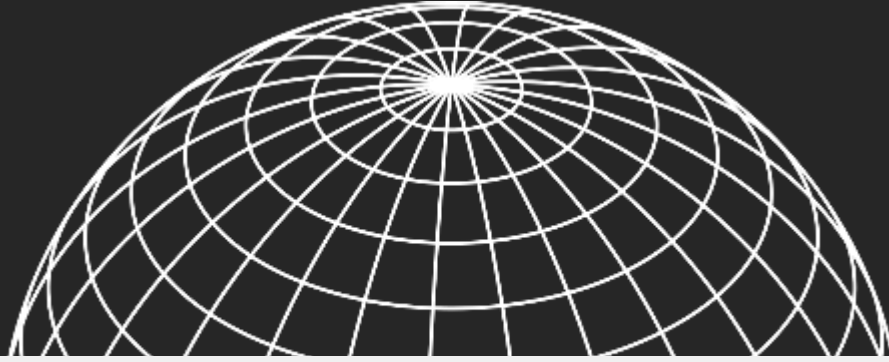
The issue of Content Services Platform (CSP) system complexity, and the resulting **low user adoption rates** of these solutions, has been well documented and continues to be an ongoing problem. As part of their daily activities, employees are required to work with both structured information — that which is stored within line-of-business applications like CRM, HR, ERP, etc. — and unstructured information that includes documents, audio and video files, digital photos, and scanned images. It is here, the unstructured side of the equation, where employees feel it is often too complex or cumbersome to store and find information within their company's CSP system, and as a result, choose to store and share it outside of the CSP environment.

Alfred Desktop acts as a “smart and controlled” shared drive, with two powerful effects: looking as Microsoft Explorer, employees will use it, in their daily activities, without any training; in return of that, companies will increase their ROI and productivity, being a step closer to their digitization.



ALFRED DESKTOP

Intuitive, Fast and Powerful
Desktop Application for Alfresco



Alfred Desktop

Thank you

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DEMO WITH US**