digiworks

Digital Transformation of Agency Operations using Alfresco and DigiWorks

Customer Overview

Our customer operates within the legal and regulatory sector of a Southeast Asian nation, playing a critical role in legislative drafting, and legal advisory functions. As a key public sector entity, their responsibilities include policy guidance on legal reforms, and ensuring the integrity of national governance frameworks.

"With Alfresco and DigiWorks, we've moved from paper-based processes to a streamlined, fully digital environment reducing delays, improving compliance, and delivering better public services."

Senior Official

The Challenge

Brunei's public sector agencies face increasing pressure to modernize legacy systems, improve service delivery, and comply with evolving governance frameworks. Our customer was faced with following challenges:

- Fragmented document storage systems.
- Manual case handling processes.
- Delayed approvals due to paper-based workflows.
- Difficulty in tracking documents and ensuring proper access rights.
- Lack of real-time visibility into departmental performance.

The Solution: DigiWorks + Alfresco

To support their digital transformation goals, the agency partnered with Crest Infosolutions, leveraging our flagship solution — DigiWorks.

DigiWorks is a comprehensive digital platform that integrates:

- ✓ Document Management
- ✓ Workflow Process Automation
- ✓ Case Management
- ✓ Digital Signature Capability
- ✓ Advanced Search & Retrieval
- ✓ Reporting and Analytics
- ✓ Digital Rights Management (DRM)
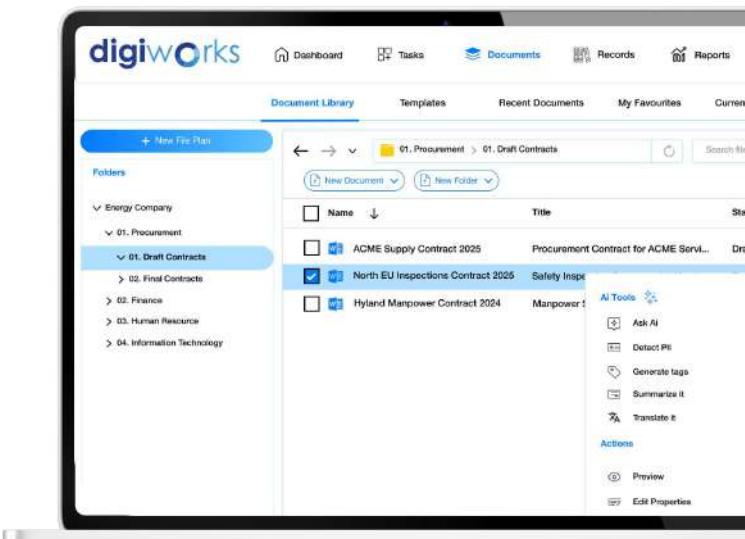
The solution was tailored to meet the unique governance and compliance requirements of Brunei's public administration while ensuring minimal disruption to existing operations.

🚀 Implementation Highlights

- Duration: 10 months
- Approach: Agile and collaborative deployment with stakeholder workshops and phased rollout.
- Integration: Linked with internal systems such as Microsoft Office and Email server.
- Security: Enabled access control and encryption through DRM and role-based permissions.
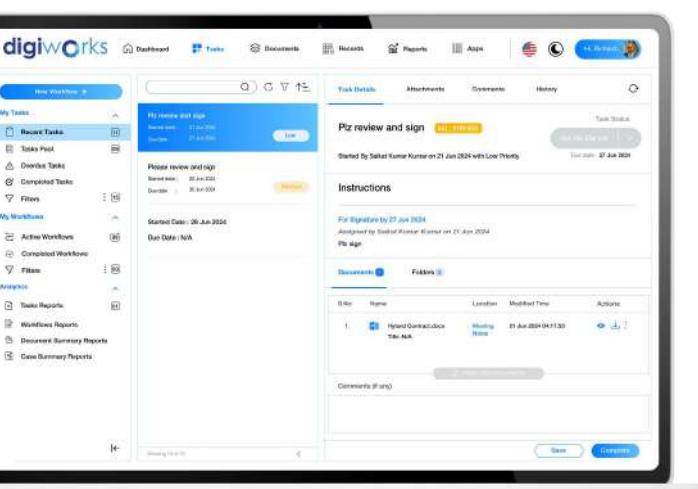
⭐ Key Benefits

Capability	Impact
Unified User Experience	Staff interact with a single interface for document handling, task assignments, and case tracking.
Digital Signatures	Reduced time-to-approval by over 50% with integrated, legally compliant e-signatures.
Automated Workflows	60% improvement in process turnaround time.
Smart Search	Intelligent search reduces document retrieval time from hours to seconds.
Actionable Insights	Real-time dashboards and analytics support proactive decision-making.
Digital Rights Management	Ensures compliance with internal governance and data protection standards.

🦠 About Crest Infosolutions

Crest Infosolutions is a leading digital transformation and enterprise content management (ECM) solutions provider, known for delivering innovative, scalable, and secure Document Management, Records Management, Workflow / BPM/ Case Management and Generative AI solutions across industries.

A trusted Alfresco partner for over a decade, Crest has consistently demonstrated deep expertise in implementing, customizing, and supporting Alfresco based solutions for both public and private sector clients. Their long-standing commitment and technical excellence were recognized in 2024 when Hyland honored Crest Infosolutions with the "Best Solution Builder Partner of the Year" award for Alfresco a testament to their leadership, innovation, and customer-centric approach.

🎯 Outcome

After implementing Alfresco with DigiWorks, the agency successfully:

- Reduced manual paperwork by 85%
- Shortened document approval cycles by 50%
- Achieved higher audit readiness through detailed logs and compliance features
- Gained real-time visibility into case statuses and departmental workloads

DigiWorks has now become a foundational platform across departments, with plans underway to scale it nationwide.