

CASE STUDY



Securing scalable digital operations for a Malaysian regulator with Alfresco

A forward-looking regulatory agency modernizes content governance and workflow automation with a fully integrated, cloud-ready digital platform.

To support its mission of compliance and oversight, a leading regulatory agency in Malaysia partnered with Crest Infosolutions to transform the way it manages, secures, and automates content-related processes. By implementing the Alfresco Digital Business Platform, the agency now benefits from a unified system for document management, workflow automation, and electronic records governance, all integrated across its digital ecosystem, including CRM, portal, and low-code platforms.

Client Background

The agency plays a vital role in regulating, licensing, and monitoring a major sector of Malaysia's public and economic prospects. It serves as a central authority for ensuring regulatory compliance and operational transparency across hundreds of organizations. In performing these duties, the agency handles high volumes of sensitive documents, applications, and records—many of which require strict governance, long-term retention, and efficient collaboration across departments.

Overview

A Malaysian regulatory agency partnered with Crest Infosolutions to implement Alfresco, enabling secure document management, automated workflows, and compliant records—fully integrated with its portal, CRM, and low-code apps.

Challenge

Legacy systems caused inefficiencies and compliance risks across departments.

- Fragmented document repositories
- Manual, paper-based processes
- Lack of system integration

Solution

Alfresco enabled automation, governance, and seamless system integration.

- Unified document and records management
- Automated workflows and approvals
- Integration with portal, CRM, low-code platform

Challenge

The agency's legacy content infrastructure was fragmented across multiple departments, with paper-based processes and siloed document repositories creating inefficiencies. Regulatory filings, internal memos, approvals, and archival records were managed manually or across disconnected systems, resulting in delays, duplication, and compliance risks.

As digital service delivery became a national priority, the agency required a secure, centralized platform that could streamline workflows, automate approvals, enforce records retention policies, and integrate with its broader digital ecosystem. Any new solution needed to be both robust and adaptable—capable of meeting current governance demands while laying the groundwork for future innovations.

Results

The agency achieved faster processes, better compliance, and seamless integration through a unified digital platform.

- Automated workflows reduced processing times from weeks to hours
- Unified repository improved collaboration and governance across departments
- Real-time access to applications and records via integrated CRM and portal
- Automated compliance with retention rules and audit trails
- Scalable platform ready for low-code, AI, and analytics innovations

It was a genuine privilege to collaborate on this innovative digital transformation project, pushing the boundaries of innovation alongside a visionary client

— **Hemant Prasad**
CEO, Crest Infosolutions



Solution

Working closely with the agency's internal teams, Crest Infosolutions led the end-to-end implementation of the Alfresco Digital Business Platform—an open, cloud-native solution designed to unify document, process, and records management in a single scalable architecture.

The platform now powers critical content functions across the agency, including automated workflows for licensing, case handling, and internal approvals. Alfresco Process Services enabled the agency to model, deploy, and optimize business processes using BPMN standards, significantly reducing the time and effort involved in manual routing.

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Beyond core content and workflow capabilities, Crest delivered seamless integration with the agency's existing IT landscape—including its public-facing portal, CRM system, and OutSystems low-code application platform. This integration enabled end-to-end digital journeys: from form submissions on the portal to internal approvals, CRM updates, and secure document storage—all tracked and governed within Alfresco.