Singapore Government Agency Accelerates Public Access to Historical Records with Alfresco

ABOUT CUSTOMER

The agency serves as **Singapore's official steward of public documents**, managing decades of government publications, reports, and national records.

- With its role at the **heart of digital governance**, the agency ensures that official documents are preserved and accessible to the public, researchers, and government stakeholders.

- As the **volume of digitized content** continued to grow, so too did the demand for **seamless, real-time access** through the agency's **public-facing portal**.

CHALLENGES

With a **growing archive of historical documents** and an expanding mandate for digital public service delivery, the agency needed to **modernize its legacy content systems.**

- Their primary goal was to **consolidate content into a central, scalable repository** while enabling **sub-millisecond retrieval** through their public portal.

- **Performance was non-negotiable**, as was the requirement for **end-to-end security** and **long-term reliability**.

- In addition, the agency needed a long-term support partner who could ensure **continuous system uptime**, deliver **version upgrades without service disruption**, and provide **expert guidance** on best practices for **managing and securing large-scale government records**.

SOLUTION HIGHLIGHTS

- Working with **Crest Infosolutions**, the agency adopted the **Alfresco Document Management platform** to power its **next-generation content infrastructure**.

- Designed for enterprise scale, **Alfresco** delivers the **security, performance, and extensibility** needed to meet the agency's **long-term digital goals**.

- **Crest Infosolutions** deployed a highly available **Alfresco environment** configured to manage **terabytes of structured and unstructured content**.

- Documents were **migrated into a unified, metadata-rich repository**, enabling **advanced search, role-based access**, and **compliance-grade audit trails**.

- To meet performance benchmarks, **Crest Infosolutions** engineered the **Alfresco back-end** to integrate seamlessly with the agency's public portal, using RESTful APIs and **caching strategies** to deliver **sub-millisecond response times** for public document requests.

- Beyond deployment, **Crest Infosolutions** provided a **comprehensive annual support package** that includes **24/7 technical assistance, regular health checks, bug fixes, performance tuning**, and **version upgrades**—ensuring the system remains **resilient, secure, and up-to-date**.

RESULT

With **Alfresco as its digital backbone**, the agency has **revolutionized public access to national records**.

▶ **Historical documents** that once took several seconds—or even minutes—to load are now available **instantaneously**.

▶ The **unified repository** has streamlined internal operations and simplified compliance reporting, while **seamless portal integration** ensures that users—from students to government officials—enjoy a **frictionless experience** when retrieving public documents.

▶ By **centralizing content, enhancing searchability**, and **supporting massive scalability**, Alfresco has empowered the agency to **future-proof** its document management strategy.

▶ **Crest's ongoing support** ensures that the platform **evolves alongside the agency's needs**, delivering **uninterrupted service** and **peace of mind**.
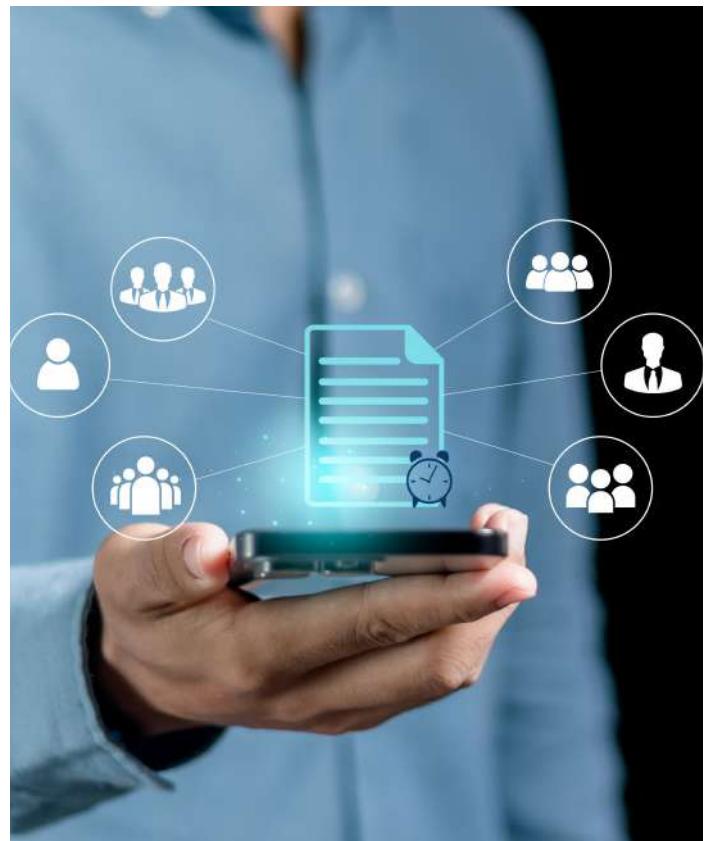
WHY CREST INFOSOLUTIONS

☑ **Crest Infosolutions** brought **deep expertise** in enterprise content management and **government digital transformation**.

☑ From **solution design** and **Alfresco deployment** to **long-term maintenance** and **support**, **Crest ensured** the agency's **strategic objectives** were met with **precision and professionalism**.

> *Being part of this project was an enriching experience that reaffirmed our passion for solving complex challenges through technology.*
>
> – Hemant Prasad
> CEO, Crest Infosolutions

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