

# Paperless Transformation of Steel Company using emSigner

eMudhra helps Steel Company go paperless by managing and streamlining critical processes with ease

## Industry

Steel Industry

## Business Matters

An Indian Multinational steel-making company with annual crude steel deliveries of 27.5 million tonnes (in FY17) goes completely paperless by using emSigner's Digital Signature and Workflow capabilities for streamlining vendor on boarding and automating vendor payment process

## Business

Vendors play an important role in overall steel industry ecosystem owing to complex nature of raw material procurement. Thus maintaining healthy relationship with vendors becomes imperative. This was achieved by reducing vendor on boarding time as well as automating vendor payments

## Approach

Deploy an integrated solution to digitally sign and encrypt documents that are legally binding and guarantee authenticity, integrity and confidentiality of data.

The department should be able to use emSigner Multi party physical signatures and real time signing of documents related to invoice processing, regulatory compliance and audit sign off, expense reporting and inventory sign off. In a phased manner the organisation would integrate all its internal as well as external applications with emSigner to facilitate signing of invoices, Proposals and Contracts & other documents



## Background

Vendor on boarding was a very cumbersome process for the company. It was largely reliant on paper based processes which slowed down its operational efficiencies. Procurement Department of the steel company had to create multiple custom proposals per partner.

This process was manual where proposals were made using Microsoft Office. Proposals were then printed, manually signed and mailed across to vendors by courier. Similarly vendor documents such as income statements, documents relating to information security, tax compliance were manually received and verified at the company headquarters from other locations. The entire process used to take 20-25 days for onboarding a vendor

Vendor payments were also delayed due to manual receipt of invoices followed by physical approvals from location managers that placed orders with vendors.

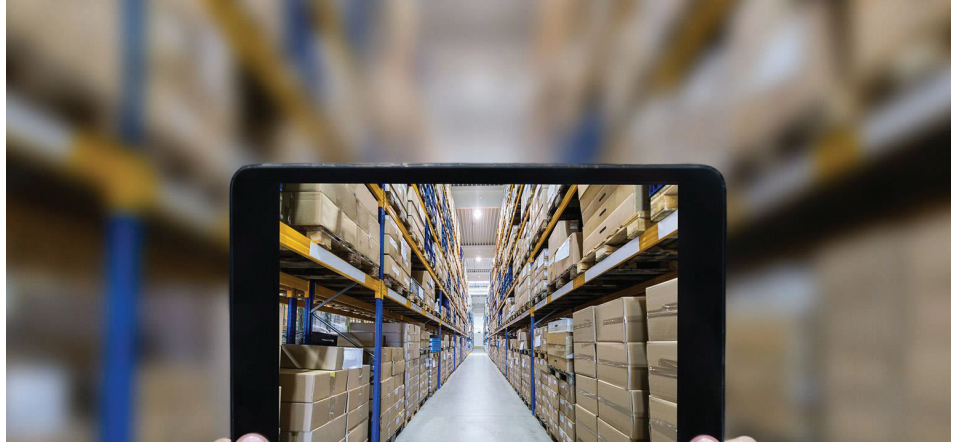
eMudhra outlined the following key areas where emSigner combined with digital signature capabilities reduced the vendor onboarding and payment process from several days to few hours.

- Multiple proposals were signed at once using bulk signing feature and were mailed digitally.
- Vendors would be able to send digitally signed documents for onboarding and payment requests which would be automatically verified. These would be automatically checked for legal validity and checked for correctness directly by Corporate Office
- Departments/Location Managers would be able to approve requests digitally and track real time status of signature progress. It was classified into Signed/Pending/Completed/Declined . This led to accurate compliance reporting
- emSigner was integrated with company existing systems such as ERP, CRM, SCM using web services API's

## Digital Signature Technology

The Digital Signature Technology works on the Public Key Infrastructure framework which uses a Cryptographic Key Pair – Private and Public Key for secure access and transmission of Information.

Digital Signatures is generated by the issuer for the client in a secure device



### Benefits

The Steel Company reaped significant benefits by implementing digital signature based workflow signing.

This includes

- Reduction in vendor on boarding from 25 days to few hours
- Automation of Account Payable
- Legal non-repudiation thereby reducing frauds
- Signing and approving documents anywhere, anytime
- Faster turnaround time, increased employees efficiency, productivity and transparency
- Meeting compliance & regulatory requirements
- Completely paperless workflow thereby resulting in huge savings

### Solution

eMudhra implemented emSigner – Secure Paperless Office solution to enable Digital Signature based approvals for the following workflows

- External flows for Vendor Onboarding and Vendor Payments
- Internal flows between Departments and Finance
- Bulk signing of documents for sending proposals to vendors

emSigner was integrated with the ERP application over Webservices API for digital signing of documents

Deployment was done on premise which allowed company greater degree of control and customization and allowed the company to retain data on premise for confidentiality purposes

- For individual signing, individual digital signature certificates were issued to Authorized Signatories
- For Bulk Signing, Class 3 Document Signer Certificate was used which gives a higher risk assurance to relying parties for a critical use case such as Invoice Signing
- From a security and risk standpoint, a Hardware Security Module was used to store the Class 3 Document Signer certificate

The paperless office solution uses following broad modules:

- **emSigner**  
On-premise Digital Signature enabled workflow management solution used for defining paperless workflows
- **Hardware Security Module:**  
Protect the cryptographic infrastructure of some of the most security-conscious organizations in the world by securely managing, processing, and storing cryptographic keys inside a hardened, tamper-resistant device
- **Class 3 Document Signer Certificate**  
To sign critical documents such as invoices
- **emAS**  
emMudhra authentication server which was used to automatically validate the signed documents that was received by the organization



**Licensed Certifying  
Authority in India  
& Mauritius**

**Several Awards  
and  
Patents**

**An ISO  
27001:2005  
Certified  
Company**

### **About eMudhra**

eMudhra is a technology and digital identity and transaction management company providing solutions which ease financial and statutory needs of consumers. eMudhra was established in 2008 and is a Certifying Authority in India and Mauritius to issue Digital Signature Certificates.

eMudhra's current enterprise and consumer solutions include Digital Signature Certificates, emSigner – Paperless Office Solution, emAS – secure multifactor authentication for banks, emCA for Digital Signature issuance and management and emStream – Voice of Customer Analytics using Semantics.

eMudhra is a market leader in India and has worked with large Banks, Financial Services companies and several Government agencies in India to implement Digital Signature based solutions which include secure access and paperless workflows.

eMudhra won the e-Asia award, an award given by AFACT (A United Nations body) for implementing Digital Signatures based on India's National ID – AAD-HAAR to bridge Digital Divide.