

# **CASE STUDY**

Global Firm Providing IT Services  
becomes Truly Paperless

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emSigner helps the IT major to streamline internal document flow and reduce turnaround time.

**Industry**  
ITES

## Business Matters

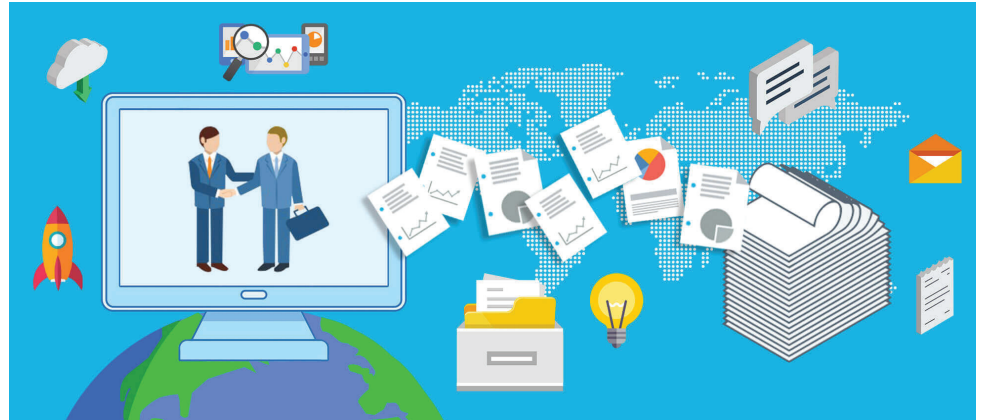
An Indian multinational company that provides business consulting, information technology and outsourcing services goes completely paperless by using emSigner's workflow and Digital Signature capabilities for generating, digitally signing, encrypting and delivering documents pertaining to various departments such as HR, finance and legal.

## Business Needs

The company employs over one lakh employees in India. Day to day activities such as approvals, service request, claims, contracts etc. created large stacks of paper. Document retrieval required herculean manual effort, time and cost. Thus, the company required a workflow based document signing solution which is automated, efficient and will save the organization's cost and time.

## Approach

Integrate emSigner with the organization's existing ERP solution to digitally sign and encrypt documents that are legally binding and guarantee authenticity, integrity, and confidentiality of data. The company should be able to use emSigner with online and offline capabilities to digitally and legally sign multiple documents.



## Background

Given the scale at which the company was operating, it was a mammoth task to print, physically sign, scan, mail and retrieve documents. Not only the existing process was time-consuming but it was also error-prone and cost intensive.

A typical workflow involved filling the documents using an existing ERP solution followed by printing multiple copies of the documents for approval and lastly, the documents were scanned and pushed to the concerned department/user.

## Few of the challenges faced by the company included:

- Auditing and compliance issue, if physical copies are not secured and maintained properly
- Documents getting misplaced
- Difficulty in monitoring workflow progress
- Ensuring the validity of documents
- High Turnaround time

## eMudhra outlined the following key areas where emSigner combined with Digital Signature capabilities would streamline the internal operations of the company:

- The company would be able to improve recruiting workflow by allowing candidates to electronically sign NDAs.
- Internal Departments could easily upload multiple documents without any manual intervention using API/Web Services.
- Departments would be able to approve requests digitally and track the real-time status of the signature process. This would reduce the turnaround time and lead to accurate compliance reporting.
- Documents could be converted into web forms and by assigning web controls to the documents; the internal departments could easily sign and push the documents for subsequent signing.

## 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 IT Company reaped significant benefits by implementing Digital Signature based workflow signing.

- Ensure document integrity, confidentiality, and authorship
- Curb the risk of signature forgery
- Eliminate the use of papers and printers
- Centralize storage and management of Digital Signature Certificate in a highly secure environment using HSM appliance
- Fast turnaround time, reduce cost, increase productivity
- Meet compliance & regulatory requirements

### Solution

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

- External flows between clients and company
- Internal flows between company's departments
- Bulk signing of documents for sending NDAs and offer letters to employees

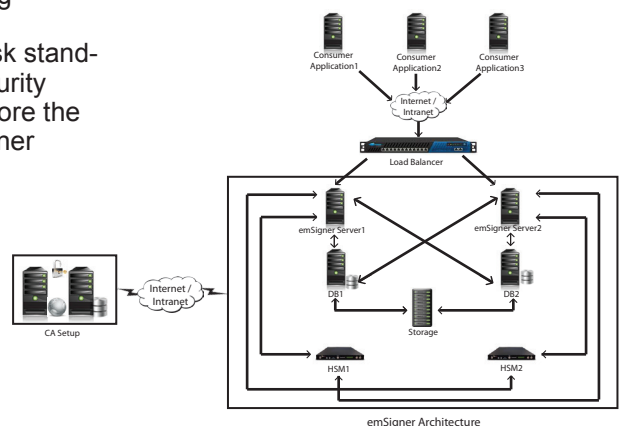
emSigner was integrated with the ERP application over Webservices API for digital signing of documents

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

- 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 which gave 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 the 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**  
eMudhra authentication server which was used to automatically validate the signed documents that was received by the organization



### About eMudhra

eMudhra is a global digital identity and leading trust service provider with a focus on Digital Transformation and Cybersecurity initiatives. Through its headquarters in Bangalore, India and offices in Singapore, Dubai and USA, eMudhra works with over 400 large Enterprises including 45 Banks to deploy proprietary solutions for eSignatures, Public Key infrastructure, Predictive Analytics and Blockchain across the globe.

eMudhra is a licensed Certifying Authority under Ministry of Information Technology, India and has issued digital signatures to over 40mn customers in India. eMudhra is a key partner in several Digital India initiatives and is the first eSign service provider. eMudhra also holds the Vice chairmanship of Asia PKI Consortium, Chairmanship of the India PKI Consortium, and is a member of the UN council on Blockchain. At eMudhra, innovation is one of our core principles and our product development efforts are towards building cutting edge IP that can accelerate the world's transition to a secure integrated digital society.

