CASE STUDY

EMSIGNER · MANUFACTURING · SOUTHEAST ASIA

A Leading Automotive Manufacturer in Southeast Asia Achieves Real-Time Digital Delivery Challan Signing with eMudhra emSigner

SECTOR	REGION	SOLUTION
Manufacturing	Southeast Asia	emSigner

CLIENT OVERVIEW

A Leading Automotive Manufacturer in Southeast Asia is a joint venture between a global automotive corporation and a regional industrial conglomerate, and one of the dominant players in the regional automotive market. The organisation manufactures and distributes a diverse range of vehicles — from economy cars to premium SUVs — integrating advanced technology with efficient manufacturing processes. With an extensive dealer and distribution network, the organisation manages high volumes of logistics documentation daily, making the integrity, speed, and security of its document workflows a critical operational priority.

THE CHALLENGE

The organisation's logistics operations relied on physical delivery challans — locally known as e-Faktur — which were generated and routed through a proprietary logistics management system (TLS). The existing process required these challans to be printed, manually signed, and physically distributed to dealers and vendors, creating significant processing delays in a high-volume supply chain environment where speed of document validation directly affects distribution efficiency.

Beyond speed, the manual process posed material risks to document security and authenticity. Physical challans were susceptible to tampering and could not be independently verified by downstream parties. National regulatory requirements mandated that digital signatures on delivery documents be verifiable through a government-recognised trust framework, adding a further layer of compliance complexity that the manual process could not address. The organisation required a solution that could integrate directly with its TLS system, digitally sign thousands of challans daily in real time, and generate verifiable, QR-code-authenticated documents compliant with national standards.

> *"Our supply chain moves thousands of vehicles every day, and every delivery challan has to be accurate, authentic, and verifiable. The manual signing process was a bottleneck we could no longer afford — we needed digital signing that was instant, compliant, and trusted by every party in the chain.."*
>
> **Head of Logistics Operations**

THE SOLUTION

eMudhra deployed two instances of emSigner, configured to meet the high-volume and security demands of the organisation's logistics operations. The deployment was integrated directly with the TLS logistics system through customised API connections, enabling seamless, real-time digital signing without any disruption to existing logistics workflows.

Each digitally signed delivery challan is accompanied by a unique QR code identifying the signatory — enabling downstream parties including dealers, vendors, and regulatory authorities to verify document authenticity instantly. The digital signatures are issued using a nationally recognised trust service, ensuring full compliance with the applicable digital transaction regulations and regulatory verification framework.

The process flow operates in three steps: the TLS system generates the delivery challan; vendors request the challan through the system; and TLS automatically routes the document to emSigner for real-time digital signing before distribution. The entire process is paperless, audit-ready, and verifiable at every stage of the supply chain.

RESULTS

The deployment of emSigner transformed the organisation's delivery challan workflow, reducing processing time from hours to minutes and establishing a verifiable, tamper-proof digital chain of custody across its entire distribution network.

METRIC	BEFORE	AFTER
Delivery Challan Processing	Hours (manual print-sign-distribute)	Minutes (real-time automated digital signing)
Document Authenticity	Physical signatures; no verification mechanism	QR-code-authenticated; instantly verifiable
Regulatory Compliance	Manual; compliance risk	Nationally recognised digital trust framework compliant
Integration with TLS	None; disconnected manual process	Full API integration; zero workflow disruption
Environmental Impact	Paper-intensive; high print volumes	100% paperless; aligned with sustainability goals
Vendor & Dealer Experience	Delays; manual document collection	Real-time digital delivery; improved relationships

About eMudhra. eMudhra is a globally trusted provider of digital trust services, offering eSignatures, PKI, Certificate Lifecycle Management, Multi-Factor Authentication and Identity & Access Management solutions. Licensed by the Controller of Certifying Authorities (CCA), India, eMudhra serves 1,000+ enterprises across 40+ countries, helping organisations build secure, compliant and paperless digital ecosystems.

Customer name withheld for confidentiality.