CASE STUDY

EMSIGNER · BUSINESS SERVICES · GLOBAL

A Global Business Process Management Company Signs 70,000 Tax Forms in 24 Hours with eMudhra emSigner Bulk Automation

SECTOR	REGION	SOLUTION
Business services	Global	emSigner

CLIENT OVERVIEW

A Global Business Process Management Company is a global leader in business process management, delivering services to over 400 clients across diverse industries including banking, insurance, healthcare, and retail. With a large and geographically distributed workforce, the organisation manages significant volumes of HR and compliance documentation on an annual basis. Among the most operationally demanding of these is the annual issuance and signing of employee tax forms — a compliance-critical process that must be completed within a defined regulatory timeframe, across a workforce of tens of thousands of employees.

THE CHALLENGE

Each year, the organisation's HR and Finance departments were responsible for distributing and collecting signed annual employee tax forms across the entire workforce. Prior to eMudhra's engagement, the process was entirely manual and heavily reliant on external consultants: preparing the forms, distributing them individually, manually tracking who had signed and who had not, following up without structured reminders, and renaming files after signing for traceability. The cumulative operational overhead was substantial — and the absence of any automation meant the process was slow, error-prone, and difficult to scale.

The process involved over 70,000 documents annually, all of which needed to be matched to individual recipients, distributed, signed by both the employer and employee, and tracked to completion within a 20-day window. Manual errors, formatting changes between years, and the absence of structured escalation workflows for unsigned documents all created compliance risk and administrative burden that the organisation urgently needed to eliminate.

> *"Managing over 70,000 tax form signings manually, with no automated tracking, no structured reminders, and reliance on external consultants for every step, was not sustainable. We needed a solution that could handle the entire workflow — distribution, signing, reminders, and reporting — with minimal human intervention and maximum reliability."*
>
> **Head of HR Operations**

THE SOLUTION

eMudhra deployed emSigner in a SaaS model, configured to automate the entire tax form distribution and signing workflow using its Flexiform and bulk signing capabilities. The employer signature was automated using a profile-mapped signature image applied instantly during the workflow, eliminating the need for manual employer sign-off across 70,000 documents.

Document distribution was handled at scale: over 70,000 documents were matched to employee recipients via an Excel upload and automatically routed into the signing workflow. Each employee received an email link to sign digitally; automated reminder emails were triggered after three days for unsigned documents, with the employee's reporting manager copied in on escalations. After signing, files were automatically renamed to match a defined naming convention for traceability and record-keeping.

The solution included a real-time dashboard enabling HR and Finance teams to track signing completion status across the entire workforce. The deployment went from initiation to go-live in 20 days, and the system was configured to accommodate year-on-year template and signatory changes without requiring re-implementation.

RESULTS

The deployment of emSigner enabled the organisation to sign and distribute over 70,000 tax forms in a single annual cycle, with 6,500+ documents signed within the first 24 hours — reducing manual effort by up to 90% and eliminating print and courier costs entirely.

METRIC	BEFORE	AFTER
Annual Tax Forms Processed	Manual; dependent on external consultants	70,000+ digitally processed per cycle
First 24-Hour Signing Volume	Negligible (manual process)	6,500+ documents signed
Manual Effort Reduction	Fully manual end-to-end	Up to 90% reduction in manual effort
Reminder & Escalation	Manual follow-up; inconsistent	Automated reminders; manager CC after 3 days
Print & Courier Cost	Significant annual spend	Zero — fully digital distribution
Deployment Timeline	N/A	20-day rollout from initiation to go-live

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.