CASE STUDY

EMSIGNER · BUSINESS SERVICES · ASIA-PACIFIC

# A Leading BPO Company in the Asia-Pacific Region Achieves 90% Less Admin and Full Compliance with eMudhra emSigner

| SECTOR | REGION | SOLUTION |
| --- | --- | --- |
| Business services | Asia-Pacific | emSigner |

## CLIENT OVERVIEW

The organisation is a fast-growing business process outsourcing company operating across the Asia-Pacific region, offering tailored business solutions to clients spanning multiple industries. With a sizeable workforce distributed across teams, the organisation is required every year to distribute and collect signed copies of a mandatory employee tax form — a task equivalent to the annual income-tax declaration exercise common in many jurisdictions. The company had a strong ambition to become a fully paperless, digitally efficient operation.

## THE CHALLENGE

Each year, the finance team faced a daunting compliance exercise: distributing hundreds of signed copies of an annual employee tax declaration form to all staff and collecting countersigned copies back — all within strict regulatory deadlines. The entire process relied on manual distribution, physical follow-ups, and spreadsheet-based tracking.

The absence of automated reminders, tamper-proof audit trails, and document routing meant that file name mismatches and versioning errors were commonplace. Wasted time on printing, coordination, and manual conversions added significant overhead every cycle. With compliance obligations firmly on the line, the organisation required a fully automated, secure, cloud-based digital signature platform that could handle the process end-to-end.

> *"We needed a solution that could handle the sheer volume of our annual tax form process — distributing, signing, tracking, and archiving — without our team having to chase every individual employee manually. The manual effort was unsustainable at our scale."*
>
> **Head of Finance Operations**

## THE SOLUTION

eMudhra implemented emSigner in a SaaS deployment model, configured with a custom workflow specifically designed for the organisation's annual tax declaration exercise. Using emSigner's Flexiform and bulk signing capability alongside a lightweight trigger utility, the solution automated the entire cycle from document preparation through to final signed-copy archival.

Employer eSignatures were applied automatically without any manual interaction. A bulk workflow initiation mechanism — triggered via an Excel mapping file — matched each employee to their individual form and dispatched personalised signing links by email. Automated reminders were sent after three days if a form remained unsigned, and escalation copies were routed to the employee's reporting manager, ensuring accountability without manual intervention.

Post-signing, all documents were automatically renamed according to a defined naming convention derived from the Excel template, enabling easy traceability. A real-time dashboard provided the finance team full visibility into completion rates, outstanding signatures, and audit logs through emSigner's centralised interface. Because the workflow is template-driven and built on dynamic signatory placeholders, the setup is reusable and updatable for each annual cycle without rebuilding from scratch.

The cloud-based SaaS model eliminated all infrastructure overhead, and the globally validated eSignatures ensured that every signed document carried full legal compliance and non-repudiation.

## RESULTS

By deploying emSigner, the organisation transformed a compliance-heavy, manual process into a streamlined digital workflow. The impact was immediate and measurable across time savings, cost reduction, and compliance posture.

| METRIC | BEFORE | AFTER |
|---|---|---|
| **Annual tax form turnaround time** | 3–5 business days | Under 24 hours |
| **Manual administrative effort per cycle** | High — manual distribution, tracking, follow-up | 90% reduction through automation |
| **Print and courier costs** | Significant annual spend | Zero — fully digital |
| **Document traceability** | Spreadsheet-based, error-prone | Real-time dashboard with audit logs |
| **Employee reminder management** | Manual follow-up by finance team | Automated email reminders at 3-day intervals |
| **Annual cycle reusability** | Rebuilt each year from scratch | Template-based, reusable with dynamic updates |

**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.*