EMCA · DIGITAL TRUST SERVICES · MIDDLE EAST

A Digital Trust Service Provider in the Middle East Achieves the Fastest CA Go-Live in the Region with eMudhra emCA

SECTOR	REGION	SOLUTION
Digital trust services	Middle East	emCA

CLIENT OVERVIEW

A Digital Trust Service Provider in the Middle East is a pioneering entity in the region's digital trust ecosystem, operating within a national digital transformation framework that mandates the establishment of a trusted digital signature and certification infrastructure for government, enterprise, and citizen services. Committed to enabling secure digital transactions at a national scale, the organisation sought to establish itself as a Qualified Trust Service Provider (QTSP) — building a highly scalable, fully compliant Certification Authority (CA) infrastructure capable of supporting national and regional trust services across telecommunications, banking, and government sectors.

THE CHALLENGE

The national digital transformation agenda required the establishment of new Certification Authorities under a government-mandated framework, with strict regulatory compliance standards governing CA operations. Achieving QTSP status required deploying a fully certified PKI infrastructure — encompassing emCA software, emRA registration authority software, and HSM integration — that met the highest compliance standards, could be deployed rapidly, and could be managed independently by the organisation after handover.

The challenge was multi-dimensional: no comparable QTSP deployment had been completed in the region at the speed required, regulatory compliance with the national Digital Government Authority (DGA) standards was non-negotiable, and the organisation needed to achieve self-sufficiency in CA operations — meaning the solution had to be comprehensively configured, tested, and staff-trained before handover. The competitive landscape also demanded speed: being first to market as an operational QTSP would provide a significant strategic advantage in the regional trust services market.

> *"Becoming a Qualified Trust Service Provider required us to meet some of the most demanding PKI compliance standards in the region, deploy faster than any competitor, and then operate the infrastructure independently. We needed a partner who understood both the technology and the regulatory environment — and who could deliver both without compromise."*
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> **Chief Executive Officer, Digital Trust Services**

THE SOLUTION

eMudhra provided its industry-leading emCA and emRA solutions, delivering a comprehensive and scalable PKI framework that fully met the DGA compliance requirements. The solution encompassed a fully configured PKI setup with emCA Certificate Authority software and emRA Registration Authority software, integrated with HSMs for cryptographic key security. A remote signing module was included, enabling the organisation to offer seamless remote signing services to its enterprise and government clients from day one.

eMudhra managed the complete end-to-end implementation — from initial PKI architecture design through deployment, compliance validation, and testing — before transferring complete ownership and operational control to the organisation. Comprehensive training and self-management enablement ensured the organisation's team could operate the CA infrastructure independently, minimising ongoing support dependency. A custom licensing model was structured with zero per-transaction pricing, providing a cost-effective, scalable foundation for long-term CA operations.

The deployment was completed faster than any other CA go-live in the region — establishing the organisation as the first operational QTSP in the market and securing a significant first-mover advantage in the national and regional trust services landscape.

RESULTS

The deployment of eMudhra emCA and emRA established the organisation as a leading QTSP in the region — achieving the fastest CA go-live, 100% DGA compliance, and a scalable, self-managed national trust infrastructure.

METRIC	BEFORE	AFTER
CA Go-Live Speed	No prior QTSP in the region	Fastest CA deployment in the region
DGA Regulatory Compliance	Required for QTSP status	100% compliance achieved at go-live
Per-Transaction Pricing	Competitor models: upfront + per-transaction	Zero per-transaction cost; sustainable long-term model
Operational Self-Sufficiency	Required after handover	Full training and handover; independently operated
Trust Services Coverage	None pre-deployment	Telecommunications, banking, and government services
Infrastructure Scalability	N/A	Scalable PKI powering national trust services

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.