EMSIGNER · DIVERSIFIED CONGLOMERATE

A Large Diversified Conglomerate Drives Digital Transformation Across Business Units with eMudhra emSigner

SECTOR	SOLUTION
Diversified conglomerate	emSigner

CLIENT OVERVIEW

A Large Diversified Conglomerate is one of the largest and most diversified industrial and services groups, with subsidiary companies spanning IT services, advanced systems, e-commerce, chemicals, steel, and multiple other sectors. As a trusted digital transformation partner to several business units within the group, eMudhra has deployed emSigner — its flagship digital signing and workflow automation platform — across a range of use cases in legal, HR, procurement, and finance. This case study documents the key deployments and outcomes across five group companies, illustrating the platform's versatility and scalability across a large, complex enterprise ecosystem.

THE CHALLENGE

Across the group's various business units, document signing workflows in legal, HR, procurement, and finance remained paper-based, manual, and disconnected from the enterprise systems in daily operational use. Legal teams managing high-value agreements, HR teams handling onboarding documentation, procurement teams processing purchase orders, and finance teams approving invoices all shared a common challenge: manual, sequential paper-based processes that introduced delays, compliance risk, and administrative overhead at every stage.

Each business unit operated with different legacy systems, signing volumes, and compliance requirements — creating a need for a flexible, scalable digital signing solution that could adapt to diverse deployment contexts without requiring custom development for each unit. The absence of a unified digital signing capability across the group meant that efficiency gains achievable through automation were being left unrealised, and that document governance standards varied significantly between units.

> *"Across our businesses, we were dealing with the same problem in different forms — paper documents, manual approvals, compliance gaps, and slow turnaround times. We needed a signing solution that could serve legal agreements in one business unit and purchase orders in another, without compromise on security or compliance."*
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> **Head of Digital Initiatives, Group Technology**

THE SOLUTION

eMudhra deployed emSigner across five business units within the group, each configured to address the specific use case, integration requirement, and deployment model of the respective organisation. The deployments spanned both on-premises and cloud-based configurations, with integrations into existing HR, ERP, and enterprise workflow systems.

The IT services subsidiary deployed emSigner on-premises for legal agreement signing across multiple departments, meeting stringent security requirements and reducing turnaround time for critical contracts. The advanced systems business deployed emSigner Professional across 31 licences, digitising document approvals and streamlining handling across departments. The e-commerce subsidiary integrated emSigner Professional with its existing HR platform for digital HR document signing, improving onboarding efficiency. The chemicals business used emSigner Professional to digitise its purchase order approval process, improving procurement compliance and cycle speed. The steel subsidiary deployed emSigner to automate invoice signing, reducing manual errors and accelerating finance operations.

RESULTS

Across all five business units, the deployment of emSigner delivered consistent gains in document processing speed, compliance posture, and operational efficiency — demonstrating the platform's ability to scale across diverse enterprise contexts within a large group structure.

METRIC	BEFORE	AFTER
IT Services — Legal Signing	Paper-based; slow turnaround	On-premise e-signing; reduced agreement TAT
Advanced Systems — Document Approvals	Manual across departments	31 licences; digitised approvals enterprise-wide
E-Commerce — HR Onboarding	Paper HR documents; manual workflow	emSigner integrated with HR platform; digital onboarding
Chemicals — PO Approvals	Manual procurement approval cycles	Digitised PO workflow; faster, compliant approvals
Steel — Invoice Processing	Manual invoice signing; error-prone	Automated invoice signing; reduced errors and delays
Cross-Group Compliance	Inconsistent standards by unit	Unified platform; consistent security and audit trail

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.