EMSIGNER · BANKING & FINANCIAL SERVICES · INDIA

A Leading Financial Services Company in India Achieves Paperless Loan Documentation with eMudhra emSigner

SECTOR	REGION	SOLUTION
Banking & financial services	India	emSigner

CLIENT OVERVIEW

A Leading Financial Services Company in India is a large, diversified financial services provider offering a wide range of products including gold loans, microfinance, housing finance, and vehicle finance. With an extensive network of branches operating across the country, the organisation serves millions of customers and manages high volumes of loan documentation across multiple business divisions. As the organisation accelerated its digital transformation agenda, it identified the end-to-end digitisation of its loan documentation process as a critical priority — essential for improving customer experience, reducing turnaround times, and meeting the stringent data residency and audit requirements mandated by the national banking regulator.

THE CHALLENGE

Across the organisation's multiple lending divisions — including MSME lending, supply chain finance, and retail loan products — document signing remained a predominantly paper-based process. Customers were required to physically sign loan agreements, consent forms, and supporting documentation at the point of origination, creating friction in the customer journey and introducing significant delays in loan disbursement cycles. For a lending organisation where speed of disbursement is a key competitive differentiator, these paper-based bottlenecks directly affected customer satisfaction and operational efficiency.

Regulatory compliance added a further dimension of complexity. The national banking regulator's requirements around data residency, audit access, and digital transaction security meant that any digital signing solution had to be deployed within a controlled, compliant infrastructure — ruling out generic cloud-based signing tools and requiring a purpose-built, hosted solution with full audit trail capabilities. At the same time, the organisation needed a solution that could integrate seamlessly with its existing Loan Origination Systems across multiple divisions, supporting both online and offline eStamping workflows across the country.

> *"Our loan documentation process was a bottleneck at every stage — from customer onboarding to final disbursement. We needed a solution that was not just paperless, but fully compliant with regulatory requirements and trusted by our customers from day one."*
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> **Head of Digital Transformation, Financial Services Division**

THE SOLUTION

eMudhra deployed the emSigner Workflow Stack, hosted on the organisation's private cloud infrastructure, ensuring full control over data residency, security, and audit capabilities in line with national banking regulator requirements. The solution was whitelabelled for the organisation, providing customers with a trusted, branded environment for document signing that reinforced confidence in the digital process.

The deployment integrated both online and offline eStamping services, ensuring comprehensive coverage across all operating geographies and maximum uptime for critical loan documentation workflows. Customers were enabled to preview and sign documents via WhatsApp and SMS, significantly improving accessibility and completion rates. Internal stakeholders signed documents using a Class 3 document signer certificate, integrated with the organisation's on-premises Hardware Security Module (HSM), ensuring the highest levels of security and non-repudiation for internally executed documents.

The initial rollout was executed within the MSME lending division, where emSigner was integrated with the existing Loan Origination System to digitise the loan origination-to-disbursement workflow. Following the success of this deployment, emSigner was adopted by the supply chain finance business as a standalone solution, before being progressively extended across HR, finance, and procurement functions — all operating from the same private cloud instance.

RESULTS

The deployment of emSigner transformed the organisation's document workflows, delivering measurable improvements in turnaround time, compliance posture, and customer experience across all participating divisions.

METRIC	BEFORE	AFTER
Loan Document Turnaround	Days (manual, paper-based)	Hours (automated digital workflow)
eStamping Coverage	Partial; manual offline process	360-degree online & offline coverage
Regulatory Compliance	Manual audit trails; compliance risk	Full audit trail; data residency compliant
Customer Signing Experience	In-branch physical signing only	WhatsApp, SMS, and web-based signing
Internal Signing	Physical DSC token required	HSM-integrated automated Class 3 signing
Cross-Departmental Adoption	MSME division only	MSME, Supply Chain, HR, Finance, Procurement

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.