EMSIGNER · BUSINESS SERVICES · NORTH AMERICA

A Leading IT Services Company Achieves 100% Digital Employment Eligibility Compliance with eMudhra emSigner

SECTOR	REGION	SOLUTION
Business services	North America	emSigner

CLIENT OVERVIEW

A Leading IT Services Company is one of the world's largest IT services and consulting organisations, operating across multiple geographies with a large and rapidly growing workforce. With significant hiring volumes in North America — where newly hired employees are required by federal regulation to complete Employment Eligibility Verification (Form I-9) within defined timeframes — the organisation's HR and compliance teams managed a high-volume, compliance-critical documentation process that directly affected workforce onboarding speed and regulatory standing.

THE CHALLENGE

The Form I-9 completion process was manual, paper-intensive, and operationally burdensome for both new hires and HR administrators. Under the applicable regulatory framework, newly hired employees were required to complete Section 1 of the I-9 form — including manual completion, attestation of supporting documents, and physical signature across all pages — on their first day of employment. HR teams faced a parallel obligation to complete Section 2 within three business days, involving manual verification of employee-provided documents, handwritten completion of the form, and physical signature to validate authenticity.

Beyond the form itself, HR teams were required to deploy additional resources to scan and upload completed documentation into the government's electronic employment confirmation system for verification — compounding the administrative burden and creating further delays in onboarding completion. The cumulative effect was a compliance-critical process that was slow, error-prone, resource-intensive, and difficult to scale in line with the organisation's aggressive hiring targets.

> *"Every new hire was generating a paper trail that our HR team had to manage manually from day one — completing, signing, scanning, uploading. With the volume we hire at, that was an unacceptable drag on our onboarding process and a compliance risk we could not afford to carry."*
>
> **Head of HR Operations, North America**

THE SOLUTION

eMudhra deployed a two-component solution to fully digitise the I-9 workflow. The first component was an Enterprise CA — built on eMudhra's proprietary emCA PKI solution — configured to issue legally valid, US eSign Act-compliant electronic signatures to both new hires and HR administrators on demand. Generated e-signatures were stored securely in a database for immediate use, eliminating the need for physical DSC tokens or manual signature processes.

The second component was emSigner, eMudhra's paperless workflow management platform, deployed on-premises to digitise the end-to-end I-9 workflow. emSigner enabled new hires and HR teams to complete, sign, and timestamp all I-9 documentation and supporting materials electronically — with legally valid e-signatures applied at the click of a button. The platform also provided secure, compliant long-term storage and management of all I-9 forms in accordance with the applicable regulatory retention requirements, eliminating the scanning and manual upload burden entirely.

Supporting infrastructure included a Time Stamping Server providing a reliable, verifiable time source for all signed documents, and a FIPS 140-2 Level 3 certified Hardware Security Module for cryptographic key protection — ensuring the solution met the highest standards of security and legal defensibility.

RESULTS

The deployment of eMudhra's emCA and emSigner eliminated the paper trail entirely from the organisation's I-9 compliance process, enabling 100% digital completion, signing, and storage of employment eligibility documentation — and significantly reducing the time and resource burden on both new hires and HR administrators

METRIC	BEFORE	AFTER
I-9 Completion Process	Manual; paper forms, physical signatures	100% digital; e-signature at click of button
Section 1 Completion	Day 1 paper form, physical signature	Digital completion and e-signature on day 1
Section 2 Completion	3-day manual verification and signing	Digitised; HR e-signs within automated workflow
Document Upload (E-Verify)	Manual scan and upload per employee	Automated digital storage and management
Audit & Storage	Paper filing; manual retrieval	Secure digital storage; on-demand retrieval
Scalability	Limited by manual HR capacity	Scales with hiring volume; no additional resources

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.