EMSIGNER · NUTRITION & WELLNESS · GLOBAL

A Global Nutrition and Wellness Company Transforms Document Workflows with eMudhra emSigner

SECTOR	REGION	SOLUTION
Nutrition & wellness	Global	emSigner

CLIENT OVERVIEW

The organisation is a global leader in nutrition, providing science-backed health and wellness products across more than 90 countries. Its operational model relies on a large, distributed network of independent distributors, requiring the organisation to manage high volumes of distributor agreements, procurement invoices, and partner contracts on a continuous basis. With a mission to improve nutritional habits worldwide, the organisation is committed to building operational processes that are as efficient, secure, and scalable as its global commercial footprint.

THE CHALLENGE

The organisation faced significant challenges in managing its distributor and invoice signing processes at global scale. Dependency on manual signing for distributor agreements and invoices was creating delays and operational inefficiencies, reducing the speed at which distributors could be onboarded and orders could be finalised. The organisation also needed to ensure that all digital signing processes were fully compliant with applicable digital signature regulations across the jurisdictions in which it operates.

Scalability was a third critical challenge: the organisation needed a solution capable of handling very high transaction volumes — covering distributor agreement signing, internal invoice signing, external partner invoice signing, and in-app order finalisation — without requiring additional resources or infrastructure investment. The existing approach could not be extended to meet growing volume demands without significant manual overhead.

> *"Our distributor and invoice signing processes were fragmented across multiple manual steps. We needed a platform that could consolidate these workflows, integrate with our procurement system, and scale across our global distributor network without adding infrastructure complexity."*
>
> **Head of Procurement and Digital Operations**

THE SOLUTION

eMudhra implemented a suite of complementary digital trust solutions to address the full spectrum of the organisation's signing requirements. Remote Signing was deployed to enable secure, remote signing of distributor agreements and partner documents without the need for physical presence. Digital Signature Certificate Tokens were used to authenticate users and ensure document integrity. The eSign capability was integrated directly into the organisation's mobile application, enabling distributors to finalise orders seamlessly within the app. Client-Side Signing was deployed for internal invoice workflows, ensuring secure signing on authorised user devices.

SecurePass — eMudhra's multi-factor authentication solution — was integrated to provide robust identity verification across all signing events, combining multiple authentication factors for secure access. emBridge middleware was deployed to facilitate seamless integration with the organisation's procurement system, enabling automatic synchronisation of signed documents and end-to-end automation of the procurement and invoicing workflow.

The result was a unified, scalable digital signing architecture covering all four major use cases: distributor agreements signed remotely, internal invoices processed with client-side signing, external partner invoices handled through in-system integration, and in-app order finalisation via mobile eSign. Each workflow is connected, compliant, and auditable.

RESULTS

The deployment of eMudhra's integrated digital signing solutions delivered measurable improvements in operational efficiency, compliance, cost management, and distributor experience across the organisation's global operations.

METRIC	BEFORE	AFTER
Distributor agreement turnaround time	Days — manual, sequential process	Minutes — remote digital signing with instant routing
Invoice signing process	Manual — physical or scanned signatures	Automated — SecurePass-authenticated, client-side signing
External partner invoice processing	Fragmented — outside procurement system	Integrated — eSign embedded in procurement workflow
In-app order finalisation	Offline process — separate from mobile app	Seamless — in-app signing via eSign mobile integration
Administrative overhead	High — manual coordination across multiple channels	Significantly reduced — end-to-end automation
Scalability	Limited by manual process capacity	High-volume capable — no additional infrastructure required

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.