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Two Leading Private Universities in India Achieve 70% Faster Document Processing with eMudhra Remote Signing

SECTOR	REGION	SOLUTION
Education	India	emSigner

CLIENT OVERVIEW

Two Leading Private Universities in India are recognised for their academic excellence, large student enrolments, and early adoption of technology in administrative processes. Together, they manage a substantial volume of academic documentation — including marksheets, degree certificates, and student and faculty transfer documents — that requires authorised institutional signatures before issuance. With enrolment numbers running into the tens of thousands and peak documentation periods coinciding with examination results and admission cycles, the administrative burden of managing physical signing workflows had become a material operational challenge.

THE CHALLENGE

The issuance of academic documents — marksheets, certificates, and transfer letters — required physical signatures from authorised institutional signatories. During peak periods such as graduation and examination results, the volume of documents requiring signature created significant processing bottlenecks, causing delays in the delivery of credentials to students and creating heavy administrative workloads for university staff. The manual process was also susceptible to errors and inconsistencies, with no systematic mechanism for ensuring document integrity after signing.

Internal documentation for student and faculty transfers required sequential approvals from multiple departments, creating additional bottlenecks and coordination overhead. The absence of a remote signing capability meant that all signing had to occur on-premises with the physical presence of authorised signatories — an increasingly untenable requirement in an environment moving towards hybrid and remote working models. The institutions required a solution that was compliant with national digital signature regulations, scalable to their document volumes, and accessible from any location.

> *"During graduation season, we were processing thousands of marksheets and certificates that each required a physical signature. The delays were affecting students who needed their credentials urgently. We needed a solution that was scalable, legally compliant, and could handle our peak volumes without adding to our administrative burden."*
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> **Registrar, Academic Administration**

THE SOLUTION

eMudhra deployed its Remote Signing Service — a secure, cloud-based solution integrated into the universities' existing document management systems via API. The solution enabled authorised institutional signatories to digitally sign marksheets, certificates, and transfer documents at scale, from any location, with each signed document carrying full cryptographic integrity and legal validity under national digital signature regulations.

The signing architecture operates through client-side hashing: unsigned documents are hashed locally, the hash value is transmitted to eMudhra's HSM infrastructure for signing, and the digital signature data is returned and applied to the document locally — ensuring that document content never leaves the institution's environment. Role-based access controls ensured that only authorised personnel could initiate or sign documents, maintaining the integrity of the institutional approval chain.

The platform automated repetitive signing tasks, eliminating the bottlenecks that occurred during peak periods. Built-in encryption and audit trails ensured that all signed documents were tamper-proof and fully auditable. The scalable architecture enabled the solution to accommodate growing document volumes as the institutions expanded, without requiring changes to underlying infrastructure.

RESULTS

The deployment of eMudhra's Remote Signing Service delivered a 70% reduction in document processing time and established a legally compliant, secure, and scalable signing capability across both institutions.

METRIC	BEFORE	AFTER
Document Processing Time	Manual; days during peak periods	70% faster; automated digital signing at scale
Signing Location Requirement	On-premises; physical presence required	Remote; accessible from any location
Peak Period Handling	Bottlenecks; manual queue	Automated; scales with volume; no bottlenecks
Document Integrity	No post-signing verification mechanism	Cryptographic integrity; tamper-proof audit trail
Compliance	Manual; inconsistent standards	Fully compliant with national digital signature regulations
Operational Cost	Paper, postage, manual handling costs	Eliminated; fully digital and paperless

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.