CASE STUDY

EMSIGNER · HEALTHCARE & LIFE SCIENCES · EAST AFRICA

A Leading Public Health Research Organisation in East Africa Cuts Approval Time by 60% with eMudhra Gateway

SECTOR	REGION	SOLUTION
Healthcare & life sciences	East Africa	emSigner

CLIENT OVERVIEW

The organisation is the premier public-health research body in its country, conducting critical studies spanning epidemiology, clinical trials, and public-health interventions. Operating under a mandate to generate scientifically rigorous evidence for national and international health policy, the organisation manages complex internal workflows across procurement, finance, HR, and research administration. As a recipient of international research grants and a partner to global health agencies, it is subject to stringent compliance and audit requirements that demand traceable, secure, and legally binding documentation.

THE CHALLENGE

The organisation had successfully automated many of its administrative workflows within a Microsoft Dynamics ERP environment, but lacked a native, legally binding digital-signature capability. As a result, critical approval processes relied on manual sign-off procedures that introduced delays of three to five business days, creating bottlenecks across procurement, research management, and finance operations.

Scanned and PDF-based signatures carried non-compliance risk under the country's electronic certification regulations, exposing the organisation to potential audit findings and legal challenge. There was also no centralised, tamper-proof audit trail for critical documents — a significant deficiency given the organisation's obligations to international funding bodies and regulatory oversight authorities. The combination of delays, compliance risk, and audit vulnerability made a legally compliant digital signing capability an operational necessity.

> *"We had built a strong ERP workflow foundation, but every approval chain still ended with a manual signature — printed, signed, scanned, and filed. That gap was costing us days on every decision cycle and putting us at risk of non-compliance under the country's e-signature regulations."*
>
> **Director of ICT and Digital Strategy**

THE SOLUTION

eMudhra deployed emSigner Gateway as an API-driven middleware layer that plugs directly into Microsoft Dynamics, delivering legally compliant and automated digital signatures without changing any end-user workflows or requiring modifications to existing ERP forms and approvals. The integration achieved zero-code impact on the Dynamics environment — existing processes were enhanced, not replaced.

emSigner Gateway was connected to the country's national Root CA infrastructure in accordance with the national Electronic Certification Regulations, ensuring that all signatures are fully legally compliant. Cloud HSMs were deployed for cryptographic key management and TLS-encrypted APIs were used for all signing transactions. The containerised, stateless architecture of the gateway provides high availability, and centralised logging ensures real-time audit visibility across all signature events.

The deployment was rapid: emSigner Gateway was configured and live within the organisation's Dynamics sandbox environment in under two weeks. Following deployment, hands-on administrator training was delivered to IT and compliance teams on managing signature policies and generating audit reports. Comprehensive end-user onboarding — including step-by-step guides, Q&A sessions, and dedicated hypercare support during the first approval cycles — ensured smooth adoption across the organisation.

Bulk signing and workflow-triggered automated approvals were enabled across procurement, finance, and HR departments, eliminating all manual handoffs and inter-office document courier requirements. Every signature event now generates a timestamped, non-repudiable log entry that can be instantly retrieved as a compliance report for regulators or international funders.

RESULTS

The emSigner Gateway deployment transformed the organisation's approval cycle from a slow, compliance-exposed manual process into a secure, fully digital workflow — with results that exceeded expectations across speed, cost, and auditability.

METRIC	BEFORE	AFTER
Document approval turnaround time	3–5 business days — manual sign-off	Under 1 hour — automated digital workflow
Paper usage	High — printing, scanning, physical filing	95% reduction across all approval workflows
Internal logistics cost (inter-office document handling)	Significant — courier and delivery costs	100% eliminated
Audit readiness	Manual retrieval — compliance risk	100% audit-ready — instant tamper-proof log generation
Compliance with national e-signature law	Non-compliant — scanned/PDF signatures	Fully compliant — Root CA integrated, legally binding
Approval process efficiency	Baseline manual performance	60% efficiency uplift across procurement, finance and HR

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.