CASE STUDY

EMUDHRA REMOTE SIGNING · DIGITAL INFRASTRUCTURE · GLOBAL

A global data-centre operator scales remote signing year after year

eMudhra Remote Signing replaces physical signatures and local tokens with cloud-based, legally valid signing that grows with demand.

SECTOR	REGION	SOLUTION	
Data-centre and interconnection services	Global operations	eMudhra Remote Signing	LIVE

IMPACT AT A GLANCE

5x
repeat capacity orders since 2024

17,700
signatures added in the latest order alone

Zero
hardware tokens to issue or replace

Anywhere
signing from any device, any location

THE CUSTOMER

The customer is a global data-centre and interconnection provider. Its teams sign a high volume of contracts, service orders and operational documents, often across locations and time zones. It adopted eMudhra Remote Signing to make that signing fast, legally valid and independent of physical tokens.

THE CHALLENGE

High-volume signing does not scale when it depends on paper, couriers or USB tokens tied to individual machines.

1

Distributed signatories

Approvers work across sites and time zones, so waiting for physical signatures delays deals and operations.

2

Token management

Hardware tokens have to be issued, tracked, replaced and kept with the right person, which adds cost and risk.

3

Growing volumes

Document volumes rise with the business, so the signing model has to scale without new infrastructure.

THE GOAL Fast, legally valid signing from anywhere, with capacity that grows as volumes rise.

THE SOLUTION

eMudhra Remote Signing lets authorised users sign with certificates held securely on eMudhra's side, from any device, with no local token.

Cloud-held signing keys

Signing keys are protected in eMudhra's secure infrastructure, so users never handle hardware tokens.

Signatures valid under applicable eSignature laws

Signatures are backed by certificates from eMudhra's licensed CA, with full audit trails.

Anywhere, any device

Signatories approve from the office, from home or on the move.

Pay-as-you-grow capacity

Transaction counters are topped up as volumes rise, with no new hardware or deployment.

WHAT THE CUSTOMER NEEDED	HOW EMUDHRA DELIVERED
Sign without physical tokens	Remote signing with keys held securely by eMudhra
Legally valid, auditable signatures	Certificates from eMudhra's licensed CA with full audit trail
Support distributed teams	Signing from any location and device
Scale with the business	Transaction-based capacity, topped up on demand

RESULTS

What changed for the customer

- Signing no longer depends on paper, couriers or tokens tied to one machine.
- The latest order alone adds 17,700 signing transactions.
- Five repeat capacity orders in two years show signing volumes growing steadily.
- Capacity grows with demand through simple top-ups, with no change to infrastructure.

WHY EMUDHRA

Licensed CA behind every signature

eMudhra issues the certificates it signs with.

Built for volume

Transaction-based capacity scales without new deployments.

Proven by repeat business

The customer has expanded capacity five times.

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.