CASE STUDY

EMSIGNER · BANKING & FINANCIAL SERVICES · MIDDLE EAST

A leading Gulf bank expands enterprise eSignature to 300 more users with bank-grade controls

emSigner Enterprise grows across the bank, with OTP verification for external signatories, controlled delegation and directory integration.

SECTOR	REGION	SOLUTION	
Commercial banking	Middle East (Gulf)	emSigner	LIVE

IMPACT AT A GLANCE

300
more employees signing digitally

100%
of external signers verified before they view

5 years
of support coverage (years 2 to 6)

Zero
new user stores: runs on the bank's directory

THE CUSTOMER

The customer is a leading commercial bank in its Gulf market, with a broad retail, corporate and wealth business. It already ran emSigner for digital signing and, as adoption grew, chose to extend the platform to 300 more internal users and add controls tailored to its own risk policies.

THE CHALLENGE

Rolling eSignature out further in a bank means every new user and every external signatory must meet the same security and audit standard.

1

Growing internal demand

More departments wanted digital signing, so the bank needed more licensed users without a new platform.

2

External signatories

Customers and counterparties sign from outside the bank, so their identity must be checked before they see a document.

3

Delegation and identity

Approvals often pass between colleagues, which needs tight control, and users must come from the bank's existing directory.

THE GOAL Extend eSignature to more of the bank while keeping every signer verified and every delegation controlled.

THE SOLUTION

eMudhra expanded the bank's emSigner Enterprise deployment and built customisations to match its control framework.

300 new internal users

Additional licences let more teams move approvals and agreements onto emSigner.

OTP two-factor for external signers

External signatories confirm a one-time password before they can view or sign a document.

Controlled delegation

Delegation of signing authority follows defined rules, with every hand-off recorded.

LDAP integration layer

A new layer on the bank's standard LDAP keeps user management in its existing directory.

WHAT THE CUSTOMER NEEDED	HOW EMUDHRA DELIVERED
Scale to more departments	300 additional emSigner Enterprise users
Verify external signers	OTP two-factor authentication before view or sign
Govern delegation	Controlled delegation with full audit trail
Use existing identities	Custom layer on the bank's LDAP directory
Long-term assurance	Support coverage for years 2 to 6

RESULTS

What changed for the customer

- emSigner now serves 300 more internal users across the bank.
- External signatories are verified with OTP before any document is shown.
- Delegated approvals follow controlled rules and are fully auditable.
- Users are managed through the bank's existing LDAP directory, with no separate user store.

WHY EMUDHRA

Adapts to bank policy

Customisations built around the bank's controls.

Grows with adoption

Existing deployments expand without re-platforming.

Long-term partnership

Multi-year support commitment.

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.