CASE STUDY

EMSIGNER · ENERGY & CRITICAL INFRASTRUCTURE · MIDDLE EAST

A Middle East critical-infrastructure energy operator moves approvals to paperless signing in its own cloud tenant

emSigner Enterprise delivers unlimited workflows, HRMS integration and departmental reporting, deployed in the operator's own Azure environment.

SECTOR	REGION	SOLUTION	
Energy and critical infrastructure	Middle East	emSigner	LIVE

IMPACT AT A GLANCE

120,000
approvals a year of capacity, fully paperless

Unlimited
workflows, users and signatures

100%
hosted in the operator's own cloud

11 months
of evaluation before selection

THE CUSTOMER

The customer operates critical energy infrastructure in the Middle East, under some of the strictest safety and security requirements in any industry. Its engineering, operations and corporate teams process a high volume of approvals. It ran a structured evaluation to find a signing platform it could run entirely within its own environment.

THE CHALLENGE

In a safety-critical organisation, every approval must be traceable, and every system must meet strict hosting and security rules.

1

Paper-based approvals

Approvals moved through printed documents and manual routing, slowing work and making audit harder.

2

Strict hosting rules

The platform had to run inside the operator's own Azure tenant, not in a shared vendor cloud.

3

Complex organisation

Workflows span many departments, need templates, delegation and reporting, and must link to HR records.

THE GOAL Paperless approvals across the organisation, running entirely in its own cloud tenant.

THE SOLUTION

After a demo, RFP, technical evaluation and best-and-final-offer stage, the operator selected emSigner Enterprise.

Unlimited workflows

Unlimited workflows, users and signatures, with capacity for 120,000 envelopes a year.

Own-tenant deployment

Container-based deployment in the operator's Azure tenant, with HA production, DR and UAT instances.

HRMS integration

API integration with the HR system keeps signatories, roles and reporting lines current.

Built for daily use

Templates, comments while signing, auto-delegation and department-level reports.

WHAT THE CUSTOMER NEEDED	HOW EMUDHRA DELIVERED
Replace paper approvals	emSigner Enterprise with unlimited workflows
Host in own environment	Containers in the operator's Azure tenant
Stay resilient	Four instances: production HA, DR and UAT
Keep signatories current	API integration with HRMS
Give managers visibility	Departmental reports and auto-delegation

RESULTS

What changed for the customer

- Approvals move through digital workflows instead of paper, with a complete audit trail.
- Capacity for 120,000 envelopes a year supports organisation-wide adoption.
- The platform runs entirely inside the operator's own cloud tenant.
- HR integration keeps workflows aligned with the current organisation structure.

WHY EMUDHRA

Passed a rigorous evaluation

Selected after demo, RFP, technical review and BAFO.

Deploy where you need

Containers in the customer's own cloud tenant, on-premises or hybrid.

Enterprise depth

Templates, delegation, reporting and HR integration as standard.

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.