CASE STUDY

EMSIGNER · BANKING & FINANCIAL SERVICES · EAST AFRICA

A major East African bank goes bank-wide with digital signing, and every bidder in its tender proposed emSigner

emSigner Enterprise gives the bank unlimited signing transactions and workflows across branches and head office.

SECTOR	REGION	SOLUTION	
Commercial banking	East Africa	emSigner	LIVE

IMPACT AT A GLANCE

4 of 4
tender bidders chose emSigner

Unlimited
signatures across every branch

Bank-wide
one platform for every department

Fixed cost
for 3 years, whatever the volume

THE CUSTOMER

The customer is a major bank in its East African market, with an extensive branch network serving retail and business customers. As part of its digital banking programme, it went to tender for an enterprise signing platform that could be used across the whole bank.

THE CHALLENGE

A bank with a large branch network signs huge numbers of forms, agreements and internal approvals, much of it still on paper.

1

Paper across branches

Account forms, loan documents and approvals moved between branches and head office on paper.

2

Unpredictable volumes

A per-transaction model would make costs hard to forecast as adoption grew across the bank.

3

Bank-wide scope

The platform had to support many departments and workflows, not one pilot use case.

THE GOAL One bank-wide signing platform, with no limits on transactions or workflows.

THE SOLUTION

The bank ran a competitive tender. All four vendors in contention bid eMudhra's emSigner as their solution, and the bank selected emSigner Enterprise.

Unlimited transactions

A three-year licence with unlimited signing transactions, so costs stay predictable as usage grows.

Unlimited workflows

Departments build their own approval and signing flows without extra licensing.

Implementation & integration

The platform was implemented and integrated with the bank's systems.

Audit-ready signing

Every signature is time-stamped and recorded for compliance and dispute resolution.

WHAT THE CUSTOMER NEEDED	HOW EMUDHRA DELIVERED
Replace paper across the bank	emSigner Enterprise, bank-wide
Predictable cost	Unlimited transactions under a 3-year licence
Flexibility for every department	Unlimited workflows
Fit existing systems	Implementation and integration included
Clear audit trail	Time-stamped, recorded signing events

RESULTS

What changed for the customer

- The bank has a single enterprise signing platform for branches and head office.
- Costs are fixed for three years, whatever the signing volume.
- Unlimited transactions and workflows remove volume limits on adoption.
- Every signing event is recorded for audit and compliance.

WHY EMUDHRA

The market's choice

Every bidder in the tender proposed emSigner.

Unlimited by design

No caps on transactions or workflows.

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.