CASE STUDY

EMSIGNER · GOVERNMENT & HEALTHCARE · SOUTHEAST ASIA

A Southeast Asian national health department takes digital signing mobile, with 20 workflows live

emSigner adds liveness checks, geo-tagging and geo-fencing to signing, using national PKI certificates secured in Azure Key Vault.

SECTOR	REGION	SOLUTION	
National health department	Southeast Asia	emSigner	LIVE

IMPACT AT A GLANCE

20
workflows live on mobile signing

100%
of signatures carry liveness and location proof

Unlimited
documents and workflows

24x7
support for a national programme

THE CUSTOMER

The customer is the national health department of a Southeast Asian country, responsible for health policy, regulation and services across many regions and facilities. Its officials approve documents in offices, hospitals and the field. It chose emSigner to make that signing digital, mobile and legally valid.

THE CHALLENGE

Health officials sign approvals, permits and reports across the country, often away from a desk.

1

Signatories on the move

Officials work across regions and facilities, so paper approvals cause delays.

2

Proof of who and where

Some approvals need evidence that the right person signed, from the right place.

3

National certificates

Signatures had to use the country's national PKI certificates, stored securely.

THE GOAL Mobile signing with proof of who signed, and where.

THE SOLUTION

eMudhra deployed emSigner Professional with its mobile app, starting with 20 workflows.

Mobile signing

The emSigner mobile app lets officials review and sign from anywhere.

Liveness check

Confirms a real, present person is signing, not a photo or replay.

Geo-tagging & geo-fencing

Records where each signature happens and can restrict signing to approved locations.

Azure Key Vault for national PKI

National PKI certificates are stored and used securely in Azure Key Vault.

WHAT THE CUSTOMER NEEDED	HOW EMUDHRA DELIVERED
Sign from anywhere	emSigner mobile app
Confirm the signer is present	Liveness check
Prove and control location	Geo-tagging and geo-fencing
Use national certificates securely	National PKI certificates in Azure Key Vault
Integrate and scale	API access, unlimited envelopes and workflows

RESULTS

What changed for the customer

- Officials sign approvals from mobile devices, wherever they work.
- Each signature carries liveness and location evidence.
- National PKI certificates are protected in Azure Key Vault.
- 20 workflows are live, with unlimited capacity to add more, plus admin training and 24x7 support.

WHY EMUDHRA

Built for government mobility

Mobile signing with liveness and location evidence.

Works with national PKI

Uses the country's own certificates.

Unlimited capacity

No caps on envelopes 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.