



# CASE STUDY

## HR Department Goes Paperless Using emSigner

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emSigner helped a premier IT company in India with nearly 200,000 employees to digitize and streamline all HR workflows.

## Industry

IT

## The Client

The client is one of the largest IT companies in India that hires thousands of employees every month.

## The Business Need

Automate and digitize all the HR workflows and processes.

## The Approach

Integrate emSigner with the client's existing HRMS solution — IBM Kenexa — to:



## Background

Though the client had incorporated latest HRMS software — IBM Kenexa — they were not able to completely automate and digitize a majority of HR workflows. One of the main reasons for this was the difficulties associated with signing documents digitally. As a result of this, in spite of all the emphasis of digitization, they were still forced to use paper documents in HR processes such as employee onboarding, employee life-cycle management and employee off-boarding.

Upon a robust search and evaluation exercise, the client zeroed on eMudhra's flagship paperless office solution, emSigner, as the solution that can eliminate the last mile problem of paper that was haunting the organization

## Solution

Leveraging our proprietary paperless office suite, we went about deploying a seamless solution that would meet the unique needs of the client. In the first phase of deployment, we concentrated on tightly integrating emSigner with the IBM Kenexa software. Leveraging emSigner integration stack, we went about achieving the complex API integration with IBM Kenexa in record time.

This opened the floodgates to achieve a variety of complex automations and streamline previously cumbersome activities such as:

## Employee Onboarding

Previously, the client required all newly hired employees to go through a four-hour long new hire onboarding process in one specific location. This process was not only lengthy and inconvenient, but also was increasing the client's expenses. However, the whole scenario changed with the implementation of emSigner. Leveraging the digital signing capabilities of emSigner, new hires were now able to complete, sign and submit paperwork electronically from anywhere, anytime. Once this is done, HR staff could verify all the information submitted by the employee, before uploading their entire personnel file into IBM Kenexa. The raw data from the electronic documents were captured using latest OCR capabilities and shared with IBM Kenexa, thereby eliminating the need for any data entry of records at the HRMS level. Provisions for stringent identity validation were also

- Digitize and streamline HR employee service delivery

- Allow additional enterprise-wide automation services, such as employee onboarding and offboarding

## The proposed solution consists of the following components provided by eMudhra:

### emSigner-

On-premise Digital Signature enabled workflow management solution used for defining paperless workflows and managing flexibilities around the workflows.

### emAS-

eMudhra authentication server used to automatically validate the signature certificate affixed to the signed documents received by the employer.

## The Benefits

The entire implementation/deployment phase lasted for three months. Post this period, the client was able to witness-

- 95% automation of HRMS volume
- 91% straight through processing rate
- 80% savings on annual paper borne cost
- 100% catalog of HR forms
- Zero error rate in processing HR forms
- 70% time saved compared to old process
- Higher degree of confidentiality

## The Result

- Fully automated and streamlined HR process
- Electronic storage of documentation
- Easy access to new hire documents
- Zero paper trail
- Compliance with all regulatory requirements



incorporated, including video verification. Under this arrangement, provisions to share a link using which the prospective employee could upload a latest photograph along with a short 20 second video (of oneself) was included. The photograph along with the video that was shared by the prospective employee would then be verified (in an automated or semi-automated manner) against identity documents such as Passport, National ID Card, etc. to ascertain the true identity of the candidate. All this ensured that identity validation of employee became a seamless exercise for the employer.

## Employee Lifecycle Management

The need to use wet signatures to authenticate HR documents such as appointment letters, appraisal letters, pay slip/salary certificate, employee statutory forms, etc., was preventing the client from digitizing and automating the 'creation, signing and issuance' cycle of these documents. emSigner proved to be an ideal solution to overcome this impediment. Not only did this solution provide the missing capability, but it also went a step ahead and allowed the client to speed up the whole process by more than 80%. The bulk signing functionality, which enabled the client to electronically sign a large cache of documents in no time, played a critical role in this process.

The client's decision to use our robust document creation engine, which seamlessly pulled data from IBM Kenexa to generate HR documents in bulk, also played a crucial part in speeding up the whole process.

## Employee Off-boarding

In the final phase of the project, we set about clearing all the roadblocks associated with providing a complete digital off-boarding experience to employees using emSigner. To this end, we created a seamless digital workflow for completing employee off-boarding forms and enabling employees to electronically sign them using legally valid electronic or digital signature.

## In addition to this, we also helped the client with:

- Maintaining compliance with global government regulations by supporting real-time retention and retrieval of documents for audit purpose
- Supporting secure exchange of documentation with sensitive data from foreign workers while providing automated statuses and alerts to keep them informed of their application process.

## About eMudhra:

Much like the name, which is an embodiment of the seal of authenticity in the electronic or digital world, eMudhra is a cyber security solutions company and a trust service provider that is focused on accelerating the world's transition to a secure integrated digital society. With presence in 5 continents and a global delivery center in Bengaluru, India, eMudhra is empowering secure digital transformation of over 45 global banks, several Fortune 100 customers and thousands of SMEs.

