



CASE STUDY

Qurum Business Group implements emSigner
or Contract Management and Employees
Onboarding

Qurum Business Group implements emSigner for Contract Management and Employees Onboarding

Qurum Business Group reduces onboarding time for contract staff by 80%

Industry

Business Services Group

e-Governance Initiative

Qurum Business Group is an international diversified business services group with operations across the Middle East, Europe and the Indian subcontinent. With a diversified portfolio they offer services like Facilities Management, Construction & Engineering, Marine Surveys, Landscaping, Staffing Solutions and Financial Services, as well as several joint ventures, associations and partnerships with leading organizations across the globe.

Business Need

Reduce turnaround times for onboarding vendor supplier, employee and personnel employment across the globe.

Approach

To implement an end-to-end paperless office solution for contract management with vendors, suppliers, employee and personnel employment.

**Background**

QBG was dealing with delays in the vendor and employment onboarding process due to physical document submission, verification, etc. This resulted in extensive paper work and consumption of time due to delay in approvals by their respective teams.

This was resulting in huge challenges namely:

- Delays in employees and vendor onboarding
- Huge back-office processing centers for processing forms and applications
- Huge usage of depository for storage and authenticity of employment agreements and documents

Business Requirement

Qurum Business Group wanted to overcome these problems and improve their average contract closure and processing time. The need was to eradicate paper-based employee onboarding, resulting in reduced time and cost. Therefore, they wanted to leverage Electronic Signatures to allow customers and approving authorities to initiate, sign, and approve documents as part of a pre-defined workflow.

eSignatures based on National ID

Electronic Signature is a new and innovative way to sign any document. eSignature service enables signing documents digitally without having to obtain a physical digital signature.

As eSign is incorporated under the Electronic Transaction Act, any document signed using electronic signature is legally valid as a physically signed document or a document signed using a conventional digital signature.



Benefits

QBG reaped implementing significant emSigner benefits by eSignatures to the workflow for customer onboarding. This includes:

- Offering anywhere, anytime filing of forms for customer onboarding, service requests
- Faster turnaround time, increased employee efficiency, productivity and transparency
- Meeting compliance & regulatory requirements
- Complete paperless workflow resulting in huge savings from a data repository perspective

Solution

eMudhra (a Licensed Certifying Authority in India and a PKI solution provider) implemented emSigner – Secure Paperless Office solution to enable Electronic Signature-based workflow for its employment force.

The typical lifecycle involves

- **Customers can use Electronic Signatures** to sign contracts and joining letters. These eSignatures, which are legally valid, are used to enable paperless contract management
- The forms are sent through **emSigner to signing authorities**
- **Approvers review and digitally** sign the joining and offer letters using electronic signature along with the company stamp to sign contracts internally
- Approving authorities can periodically sign bulk documents which are to be sent to employees, signed through **Electronic Signature**

The paperless office solution uses following broad modules:

- **emSigner**
Digital Signature Workflow application for digital signature-based workflow management with form builder
- **emAS - eMudhra Authentication Server**
To authenticate, verify digital signature certificates on a real time
- **Configuration Module**
Signature, Encryption & HSM (Hardware security module)
- **Hardware Security Module**
FIPS-2 level 3 certified physical computing devices that safeguard and manage digital keys for secured authentication and provides crypto processing
- **Electronic Signature**
To conduct e-KYC and sign documents digitally on a real time basis.

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.



USA | India | Singapore | UAE