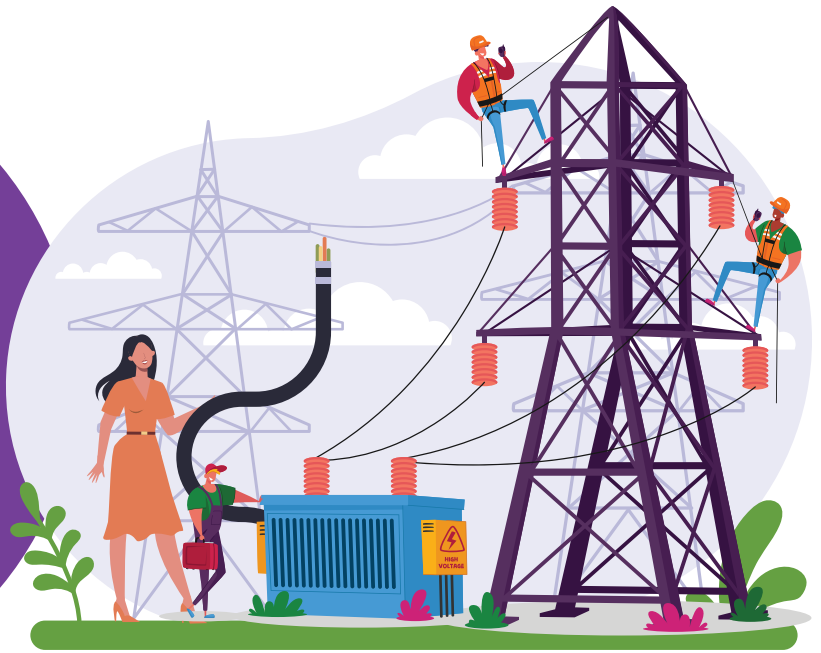


An Energy
Company in the Middle
East Onboards over **90%**
of Users Across Devices in
Under **5 Minutes** with
eMudhra emSigner



Client Overview

An Energy Company in the Middle East is the operating entity responsible for running one of the region's landmark nuclear power generation facilities. Operating under stringent national and international regulatory regimes governing nuclear safety, workforce credentialing, and operational security, the organisation manages a large, technically specialised workforce across a complex, multi-system digital estate. As the organisation pursued its digital transformation objectives — reducing paper-based workflows and enabling secure, compliant document signing at scale — it required a solution capable of meeting the highest standards of regulatory compliance, operational resilience, and enterprise integration.

The Challenge

The organisation's existing document signing processes were manual, paper-intensive, and disconnected from the enterprise workflow platforms in daily use across its operations — including document management, workflow automation, ERP, and productivity systems. For an organisation operating under nuclear regulatory oversight, the inability to produce rapid, complete, and auditable signing records for operational documents represented both a compliance gap and an operational risk.

The requirement was technically demanding: the solution had to be deployed within a nationally data-resident cloud environment, with an on-premises container-based fallback and full disaster recovery capability (RTO and RPO each within 24 hours). It needed to scale to 5,000 users handling 120,000 transactions annually, maintain 99.9% uptime, and integrate seamlessly — without custom development — into the organisation's existing enterprise application landscape. Compliance with national e-transaction law, ISO 27001/17/18, GDPR, and SOC frameworks was non-negotiable.

“Our operational environment demands that every document, every signature, and every workflow is executed with complete reliability and full auditability. We could not accept anything less than a solution that was enterprise-grade, compliant, and capable of onboarding our entire workforce quickly and without friction.”

Head of IT Infrastructure, Energy Operations

The Solution

eMudhra deployed the emSigner Gateway — a SaaS-hosted, cloud-native digital signature platform with an on-premises container-based fallback — providing the organisation with a fully compliant, always-available signing infrastructure. The platform leverages a national digital identity service for user authentication, a PKI-backed Root CA for signature issuance, and built-in HSM-based key management, ensuring the cryptographic integrity and non-repudiation required for regulated operational documentation.

Integration with the organisation's full enterprise application stack — including document management, workflow automation (Nintex K2), ERP, and Office 365 — was achieved through REST APIs, webhooks, and SSO connectors (AD/ADFS/Azure AD/Oracle IDAM), enabling a zero-code rollout with no disruption to existing workflows. The platform supports web and mobile signing across all major browsers and devices, with a branded user interface, bulk sending, templated workflows, multilingual support, and configurable delegation, reminder, and expiry controls.

The implementation followed a structured three-phase approach: an initial Discovery and Planning phase covering requirements workshops and DR architecture design; a Deployment and Integration phase covering SaaS provisioning, on-premises container setup, and SSO configuration; and a Training and Hyper-care phase providing administrator and developer enablement, end-user workshops, and 24x7 SLA-backed support.

Results

The deployment of emSigner Gateway delivered a fully compliant, enterprise-scale digital signing capability — onboarding over 90% of the organisation's user base across devices in under five minutes per user, and enabling immediate productivity gains across all integrated workflow systems.

Metric	Before	After
User Onboarding Speed	Manual; days per cohort	Over 90% of users onboarded in <5 mins
Platform Scale	No unified signing platform	5,000 users; 120,000 transactions/year
System Uptime	No SLA-backed availability	99.9% uptime with DR (RTO/RPO ≤ 24 hrs)
Enterprise Integration	Disconnected from workflow systems	Zero-code integration across 5+ platforms
Compliance Coverage	Manual audit trails	National e-transaction law; ISO/GDPR/SOC
Support Model	Ad hoc	24×7 critical support with tiered SLAs

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 1000+ enterprises across 40+ countries, helping organisations build secure, compliant, and paperless digital ecosystems.