



CASE STUDY

Dans leverages emSigner to revolutionize safety, capacity and efficiency of air navigation by digitizing 100+ operational processes

emSigner helps dans comply with Dubai Paperless Strategy 2021 with Digital Transformation at scale. dans deploys emSigner at all the four airports in Dubai under its air navigation purview

Quick Facts

50%

Target achieved for Dubai paperless vision 2021

100+

Processes digitized for seamless air navigation operations

80%

Spike in aircraft availability with Digital Transformation

Benefits



8 Man Hours saved by maintenance crew

The daily tasks of processing manifests and documents in terms of signing and approval by concerned authorities was reduced by 8 man hours every day.



Improved flight readiness time by 80%

Employees are reporting higher productivity due to automation of approval processes and workflows leading to faster aircraft readiness



100's of documents signed digitally supporting the Dubai Paperless Vision 2021

Documents containing hundreds of pages could be read, reviewed and approved through Digital Signature workflows within minutes

Challenge

dans - Dubai Air Navigation Services was looking for a digital workflow platform to help digitize various processes and accelerate their efforts to comply with Dubai Paperless Strategy 2021 and was aiming to achieve 50% Digital Transformation on this front by the end of year 2020. With the approaching deadline, new challenges with respect to technical and cultural changes of going paperless began surfacing. "We faced three major challenges to Digital adoption. The first was training people on the platforms given that Aviation followed traditional procedures till date. The second challenge was to impart the culture of being paperless as the authorities were so used to paper that they felt less empowered while signing a 400 - page document in just a click. The third major challenge arose from the technical and maintenance side. Their daily tasks included collecting documents, getting them signed, scan and saving a copy in the locker room, and submitting the signed and verified documents to the higher officials. This consumed about 8 hours in total", says Tarique Kamal, Senior Software Engineer at Dubai Air Navigation Services.

Business Needs

dans was looking for a solution to digitize 100+ processes within 2 months. The application had to be resilient and hosted within the company's infrastructure for utmost security. Furthermore, the application had to support quick and easy digitization in a user-friendly manner. The client also wanted to drive operational efficiency and reduce turnaround times for processing paper-based documents by 80%. This would help them achieve complete digitization in compliance with the Electronic Transactions Act and Dubai Paperless Strategy 2021. "Yousuf Marhoon - my head of department and my team after continuous assessment found that we wanted a solution that not only provides a digital signature but binds us with our workflows", says Tarique Kamal. They also want to reduce the significant load on their proprietary software that is used by Dubai, UAE Civil aviation authority, Dubai airport, and GCA.

Our Services

Build a Paperless Office From Anywhere, Anytime!

With a deep knowledge of our platform and extensive industry experience, our consultants will collaborate with you to envision a complete digital mode of managing documents and eliminating the necessity of handling physical papers and human efforts by up to 80%.

A Solution for Organizations both Large & Small

Our consultants can help you set-up account access privileges, facilitate platform integration with existing software, and customize as per user adoption and use cases across the spectrum.

Supports Use Cases across all Industries

Our consultants have unparalleled understanding and knowledge of helping organizations digitally transform and optimize workflows using electronic/digital signatures. This includes building document workflow templates and creating user groups to map signers to various departments like HR, Finance, Legal, etc. within a few minutes!

The Solution

We enabled the client to use serial and parallel signing feature using emSigner's inbuilt workflows. To cater to the large number of people working in the facility, we integrated an active directory with defined access levels for third party or ad-hoc users of organizations like GCA, DCA, and GIARA (Audit partners) to sign documents. We deployed multi-factor authentication model to ensure strong Identity and Access Management protocols were enforced to make the system completely safe against any kind of data breach.

Our solution is now helping dans run air navigation operations at four airports in UAE including the famous Dubai (DXB) airport which currently manages the world's largest fleet of A380's. emSigner is also contributing to faster turnaround time enabling over 140 airlines and millions of passengers reach their destination safely.

About eMudhra

eMudhra is a leading provider of digital trust solutions, specializing in Public Key Infrastructure (PKI), Post Quantum Cryptography (PQC), and Fully Homomorphic Encryption (FHE) technologies. With a robust portfolio that includes digital signature solutions, identity management, and secure transaction solutions, eMudhra empowers organizations across various sectors, including defense, finance, healthcare, and government, to enhance their digital security. Committed to innovation and excellence, eMudhra continuously invests in research and development to stay ahead of technological advancements, ensuring their

solutions meet the highest standards of security and compliance. By integrating cutting-edge cryptographic technologies like PQC and FHE, eMudhra ensures that its clients are equipped to face future cyber threats with confidence. With a global presence and a strong customer base, eMudhra is dedicated to fostering a secure and digitally empowered world.