



CASE STUDY

Transforming Document Workflows for Herbalife with eMudhra's Cutting-Edge Digital Solutions

About Herbalife

Herbalife is a global leader in nutrition, providing science-backed products to promote health and wellness. With a mission to improve nutritional habits around the world, Herbalife offers a range of products including weight management, sports nutrition, and personal care. Operating in over 90 countries, Herbalife's network of independent distributors ensures personalized customer experiences and community support, driving the company's growth and success in the health and wellness industry.

Client Overview

Client	: Herbalife
Industry	: Nutrition and Wellness
Use Case	: Distributor Signing, Invoice Signing, External Invoice Signing
Integration	: Coupa

Introduction

Herbalife, a global nutrition company, faced challenges in managing its distributor and invoice signing processes. To streamline and secure these processes, Herbalife implemented a suite of eMudhra solutions: Remote Signing, DSC Token, eSign V3, Client Side Signing, SecurePass (formerly eMAS), and emBridge. This case study explores the deployment, integration, and benefits realized by Herbalife.

Challenges Faced by Herbalife

Rwanda faced several challenges in setting up its national PKI:

- **Manual Processes:** Dependency on manual signing for distributor agreements and invoices, leading to delays and inefficiencies.
- **Compliance and Security:** Ensuring compliance with digital signing regulations and securing sensitive documents.
- **Scalability:** The need for a scalable solution that could handle high volumes of transactions seamlessly.

eMudhra Solutions Implemented



Remote Signing: Enables secure, remote signing of documents by distributors and partners, reducing the need for physical presence.

DSC Token: Digital Signature Certificates (DSC) Tokens for authenticating users and ensuring document integrity.

eSign V3: Advanced electronic signature solution integrated into Herbalife's mobile app for seamless order finalization.

Client Side Signing: Ensures secure signing on the client's device, enhancing security and user control.

SecurePass (formerly eMAS): A robust authentication solution combining multiple factors for secure access and signing.

emBridge: Middleware for seamless integration with existing systems like Coupa.

Use Case Details



Distributor Signing

Process: Distributors sign agreements remotely using Remote Signing and DSC Tokens.

Outcome: Reduced turnaround time from days to minutes, enhanced distributor onboarding experience.



Invoice Signing

Process: Internal invoices are signed using SecurePass and Client Side Signing.

Outcome: Streamlined invoicing process, ensured compliance, and minimized manual errors.



External Invoice Signing

Process: External partners sign invoices using eSign V3 integrated within the Coupa system.

Outcome: Improved collaboration with external partners, secure and efficient invoice processing.



eSign V3 in App

Process: Distributors finalize orders directly within the Herbalife app using eSign V3.

Outcome: Seamless order completion, enhanced user experience, increased app usage.

Integration with Coupa

Objective

Ensure smooth interaction between eMudhra's solutions and Herbalife's existing Coupa system.

Approach

Utilized emBridge to facilitate integration, enabling automatic synchronization of signed documents with Coupa.

Result

End-to-end automation of procurement and invoicing processes, reducing administrative overhead and improving efficiency.

Value Added to the Customer

- **Enhanced Operational Efficiency**
By automating signing processes, Herbalife significantly reduced processing times and administrative burdens.
- **Improved Compliance and Security**
Ensuring all documents are signed securely and compliant with regulatory standards.
- **Cost Savings**
Reduction in physical document handling, storage costs, and resource allocation for manual processes.
- **Scalable Solutions**
Ability to handle increasing transaction volumes without additional resources or infrastructure.
- **Better User Experience**
Providing a seamless and efficient signing experience for distributors and partners, fostering loyalty and satisfaction.
- **Streamlined Integration**
Smooth integration with Coupa enabled cohesive workflow management and data synchronization.

Benefits Realized

- **Efficiency**
Significant reduction in processing times for distributor agreements and invoices.
- **Security**
Enhanced document security and compliance with digital signature regulations.
- **Cost Savings**
Reduction in physical document handling and storage costs.
- **Scalability**
Ability to handle large volumes of transactions seamlessly.
- **User Experience**
Improved experience for distributors and partners, fostering better business relationships.

About eMudhra

eMudhra, a global provider of digital identity and cybersecurity solutions, specializes in digital signature certificates, Public Key Infrastructure (PKI) services, and robust authentication protocols. With impactful presence in India and internationally, eMudhra supports governments and enterprises in safeguarding digital transactions and vital information.

eMudhra offers digital certificates, PKI-based solutions, authentication, and identity governance services. As a leading provider, eMudhra focuses on futureproofing cybersecurity with Post Quantum Ready Cryptography and a Zero-Trust Identity Governance model.