



CASE STUDY

KEMRI Cuts Approval Time by 60% with eMudhra's emSigner Gateway

About the Customer

The Kenya Medical Research Institute (KEMRI) is Kenya's premier public-health research organization, conducting critical studies in epidemiology, clinical trials, and public-health interventions.

Client Background

Client : Kenya Medical Research Institute

Industry : Pharmaceutical and Life sciences

Location: Nairobi, Kenya

Business Scenario

KEMRI had automated many workflows in Dynamics ERP—but lacked a native, legally binding digital-signature capability. As a result:

- Manual sign-off processes delayed approvals by 3–5 days
- Scanned/PDF signatures carried non-compliance risk under Kenyan e-signature laws
- No centralized, tamper-proof audit trail for critical document

Impact at Glance



eMudhra Solution

emSigner Gateway: an API-driven middleware that plugs into Microsoft Dynamics to deliver legally compliant, automated digital signatures without changing end-user workflows.

Key Features of the Solution:



Legally Compliant Signatures: Direct integration with Kenya's Root CA per the Electronic Certification Regulations



API-Based Integration: Zero-code impact on existing Dynamics forms and approvals



Full Audit Trails: Timestamped, non-repudiable logs for each signature event



Automation-Ready: Bulk signing and workflow-triggered approvals across departments

Solution Architecture

emSigner Gateway sits between Dynamics ERP and Kenya's Root CA, using cloud HSMs and TLS-encrypted APIs for secure, scalable signing. Its containerized, stateless design and centralized logging ensure high availability and real-time audit visibility. Below shared is the implementation process for the same.



Rapid Deployment

emSigner Gateway configured and live within KEMRI's Dynamics sandbox in under two weeks.



Administrator Training

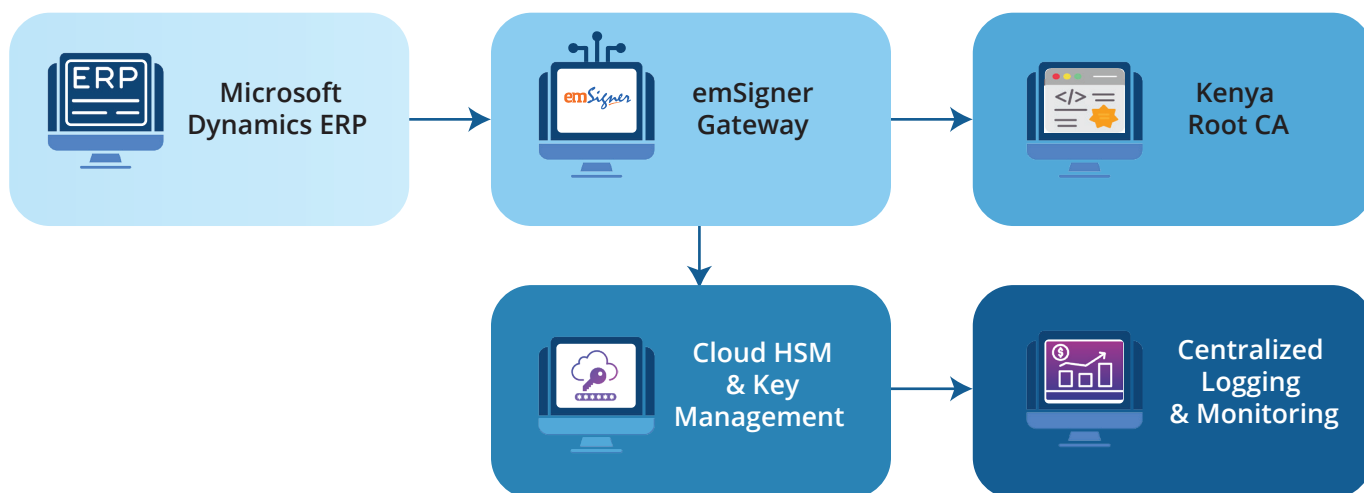
Hands-on workshops for IT & compliance teams on managing signature policies and audit reports.



End-User Onboarding & Go-Live Support

Step-by-step user guides, Q&A sessions, and dedicated hypercare during the first approval cycles.

Architecture Diagram



Value Added to Kenya Medical Research Institute



Sub-hour Approvals – Critical documents signed & routed in under 60 minutes



95% Paper Savings – Sharp reduction in printing, storage, and physical handling



Zero Logistics Cost – Eliminated inter-office courier and manual delivery expenses



100% Audit-Readiness – Instant generation of compliance reports for regulators



60% Efficiency Uplift – Faster decision-making across procurement, finance & HR



Risk Mitigation – Fully compliant, non-repudiable signatures under Kenyan law

Conclusion

By embedding eMudhra's emSigner Gateway into Microsoft Dynamics, KEMRI transformed a slow, manual approval cycle into a secure, fully digital process—driving massive efficiency gains, eliminating compliance risks, and supporting Kenya's broader digital-signature mandate.

About eMudhra

eMudhra is a global leader in PKI, digital identity, and trust services, enabling banks and financial institutions to securely digitize transactions. With expertise in e-signature solutions, compliance-driven security frameworks, and identity management, eMudhra empowers organizations to build trusted digital ecosystems.