emudhra
T r u s t D e l i v e r e d

شـــركــة نـواة لـلـطـاقـة
Nawah Energy Company

eMudhra Empowers Nawah to Onboard Over 90% of Users Across Devices in <5 Mins

About the Customer

Nawah Energy Company is the operating subsidiary of Emirates Nuclear Energy Corporation (ENEC). Tasked with running the Barakah plant, Nawah leads on safe, reliable nuclear power and Emirati workforce development, all under stringent regulatory regimes.

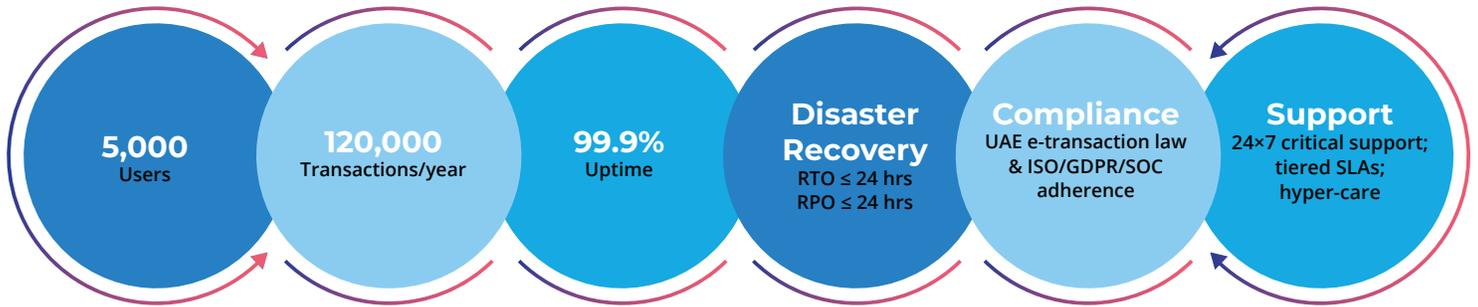## Client Background

Client Name
Nawah Energy

Industry
Energy

Location
Abu Dhabi, UAE

Impact at Glance

5,000 Users	120,000 Transactions/year	99.9% Uptime	Disaster Recovery RTO ≤ 24 hrs RPO ≤ 24 hrs	Compliance UAE e-transaction law & ISO/GDPR/SOC adherence	Support 24×7 critical support; tiered SLAs; hyper-care

Business Scenario

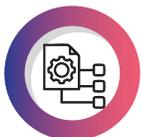Nawah needed a **regulatory-compliant digital-signature solution** that would:

- Live in the UAE data-resident cloud (with on-premise fallback and DR)
- Be licensed for **5 years**, with hyper-care and ongoing support
- Integrate seamlessly into existing workflows (Documentum, Nintex K2, SharePoint, SAP, Office 365)
- Scale to **5,000 users** and **120,000 transactions/year** with **99.9% uptime**

eMudhra Solution

emSigner Gateway (SaaS/Azure-hosted with container-based on-prem fallback) delivering:

- UAE-compliant electronic signatures under national law
- API-driven, no-code integration into enterprise apps
- Built-in DR (RTO ≤ 24 hrs, RPO ≤ 24 hrs) and 24×7 critical support

Key Features of the Solution:

Workflow Simplification: Fixed/flexible forms; ordered, multi-party signing; delegation, reminders & expirations

User Experience: Web & mobile (Edge, iOS, Android); branded UI; bulk sending & templating; multilingual/time zone support

Regulatory & Security: PKI-based non-repudiation; UAE e-transaction law, ISO-27001/17/18, GDPR, SOC; audit trail & comments

Technical Integration: APIs, webhooks, SSO (AD/ADFS/Azure AD/Oracle IDAM); connectors for Documentum, Nintex K2, SharePoint, SAP, Office 365

Scalability & Resilience: Supports 5,000 users, 120,000 txns/year; 99.9% uptime; container-based SaaS with on-prem fallback; DR & backup

Solution Architecture

eMudhra's emSigner Gateway sits as a cloud-native service (with on-prem container fallback), exposing REST APIs and webhooks to integrated systems. It leverages UAE Pass for authentication, a PKI-backed Root CA for signature issuance, and built-in HSM-based key management. DR, backup, logging and monitoring ensure resilience and audit-readiness. Shared below is the implementation process.

Discovery & Planning
Requirements workshop; architecture & DR design
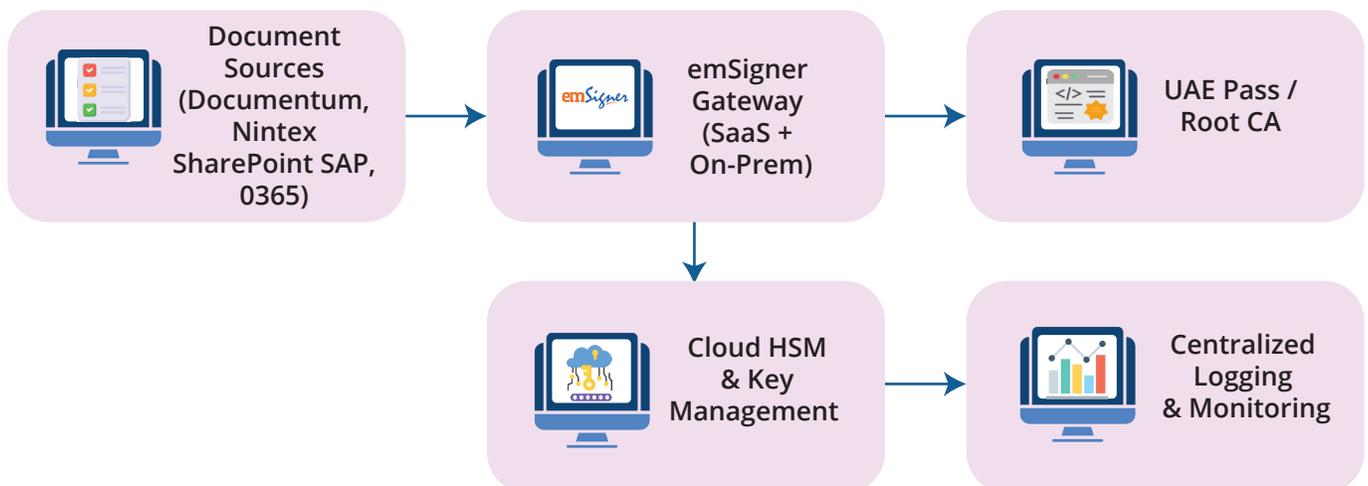
Deployment & Integration
SaaS provisioning; on-prem container setup; connectors & SSO

Training & Hyper-care
Admin/dev enablement; end-user workshops; 24×7 SLA support

Architecture Diagram

Document Sources (Documentum, Nintex SharePoint SAP, 0365) → emSigner Gateway (SaaS + On-Prem) → UAE Pass / Root CA

emSigner Gateway → Cloud HSM & Key Management → Centralized Logging & Monitoring

Value Added to Nawah Energy Company

Compliance-Ready – Meets UAE data-residency, e-transaction law, ISO/GDPR/SOC mandates

Enterprise UX – Multi-device, branded, templated workflows driving high adoption

Flexible Deployment – SaaS cloud with on-premise/Azure fallback & DR

Seamless Integration – APIs, SSO, webhooks, connectors ensure zero-code rollout

Scale & Resilience – 5,000 users, 120k txns/yr, 99.9% uptime, RTO/RPO ≤ 24 hrs

End-to-End Support – Tiered SLAs, hyper-care, exit strategy & data migration planning

Conclusion

By implementing eMudhra's emSigner Gateway, Nawah achieves a fully compliant, scalable digital-signature platform—streamlining workflows, ensuring regulatory adherence, and empowering its nuclear-operations teams with robust, always-on signing capabilities.

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.