



CASE STUDY

Digital Transformation in Logistics - emSigner at Toyota Astra Motors

Revolutionizing processing of Delivery Challans (e-Faktur) with Advanced Digital Signatures

About the Client

Toyota Astra Motors, a prominent joint venture between Toyota Motor Corporation and Astra International, stands as a pillar in Indonesia's automotive sector. Renowned for its diverse array of vehicles, from economical cars to luxury SUVs, it integrates cutting-edge technology with efficient manufacturing. Committed to quality and innovation, Toyota Astra Motors focuses on customer satisfaction and environmental sustainability, playing a vital role in Indonesia's economic growth and setting high standards in the automotive industry.

Business Challenge

The challenge TAM faced was multifaceted. Their existing process of signing delivery challans was outdated and they wanted to move to digital delivery challans (e-Faktur) signed using digital signatures. These digital signatures also had to be verified and approved by the police department. Running logistics with dealers using traditional process slowed down the supply chain and also posed risks in terms of document security and authenticity. The need for a robust, fast, and secure digital signature process was critical to elevate their logistics operations to the next level.

eMudhra Solution

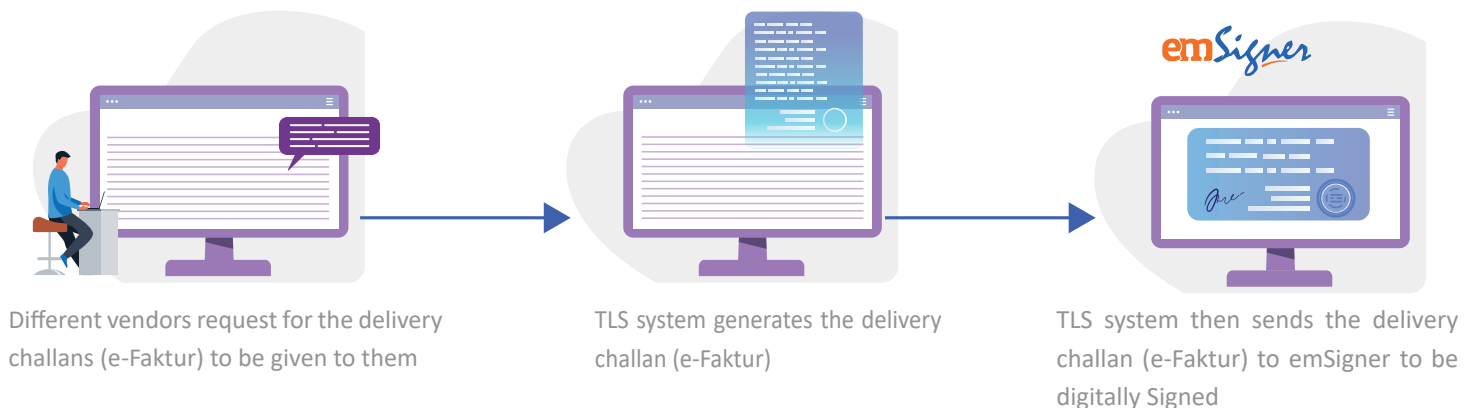
Our approach was to introduce a seamless, integrated digital solution without disrupting TAM's existing logistics framework:

emSigner License: We deployed two instances of emSigner, tailored to meet the high-volume and security demands of TAM's operations. This deployment provided a reliable and scalable platform for digital signing.

API Integration and Customization: Recognizing the uniqueness of TAM's logistics system - TLS, we embarked on a meticulous process of modifying and customizing the APIs. This ensured a seamless integration of emSigner into their existing system, allowing for real-time digital signing without any disruption to their workflow.

Final Output and Security Features: The solution was designed to generate digitally signed delivery challans (e-Faktur) accompanied by distinct QR codes to identity each signer. This innovative approach not only streamlined the validation process but also enhanced the security framework.

Process Flow



Value Added to Client

The implementation of emSigner at TAM had a profound impact:

Operational Efficiency: The integration significantly expedited the delivery challan (e-Faktur) signing process, reducing processing time from hours to minutes. This improvement had a ripple effect across the supply chain, enhancing overall operational efficiency.

Enhanced Security and Compliance: The QR code feature provided a robust mechanism for authenticating the signer, ensuring compliance with international standards for digital transactions.

Cost Reduction and Environmental Impact: The move to a paperless system not only reduced operational costs but also aligned with TAM's environmental sustainability goals.

User Experience and Vendor Relations: The ease and speed of the new system improved the user experience for TAM's staff and vendors, fostering better business relationships and trust.



Local Nuances in Implementation

e-Faktur with Peruri Digital Signature: In line with local practices, each delivery challan, known as 'e-faktur' in Indonesia, are being digitally signed using Peruri digital signatures on emSigner platform. This integration ensures that every e-faktur is authenticated and complies with Indonesian regulations, providing an added layer of security and validity in the supply chain process.

Verification of Digital Signatures: To verify the authenticity of the Peruri digital signatures, stakeholders can visit the Kominfo (Ministry of Communication and Information Technology) website. The site provides a user-friendly platform where the digital signatures on the e-faktur can be checked for validity. This step is crucial for maintaining the integrity of digital transactions and ensuring compliance with Indonesian digital security standards.

QR Code Verification for Signatory Name: Each e-faktur features a unique QR code that contains information about the signatory. To verify the signatory's name, individuals can scan the QR code using a standard QR code scanner. This process reveals the name of the person who signed the e-faktur, ensuring transparency and authenticity in the document verification process.

Conclusion and Future Outlook

The implementation of emSigner by Toyota Astra Motors has set a new benchmark in digital logistics management. It has not only addressed the immediate challenges but also laid a foundation for future digital innovations. The success of this project serves as a model for digital transformation in the automotive industry, showcasing the power of technology in streamlining complex business processes.

*As per ET500 Company List

About emSigner

emSigner, eMudhra's innovative digital signing and workflow automation solution, transforms the way businesses operate. It streamlines document signing processes, ensuring quicker, more secure transactions while reducing costs and eco-footprint. Known for its robust security, compliance standards, and seamless system integration capability, emSigner stands as a top choice for organizations aiming for digital transformation.

Leveraging this platform, businesses can confirm the legal validity and data integrity of all digitally signed documents. emSigner not only simplifies workflow but also instills confidence in the secure execution of business operations through robust digital signing architectures and integration capabilities.