



CASE STUDY

70K eSigns, 24 Hours WNS Scales Tax Form Signing with emSigner's Bulk Automation

About the Customer

WNS is a global leader in Business Process Management (BPM), delivering services to 400+ clients across diverse industries. Every year, WNS must distribute and collect signed Form 2316 (Philippines' equivalent of India's Form 16) for its massive employee base. Prior to eMudhra's engagement, this process was **manual, labor-intensive, and heavily reliant on external consultants**, resulting in delays, compliance risks, and significant operational overhead.

Client Background

Client Name

WNS Global Services

Industry

Business Process Outsourcing (BPO)

Location

Philippines

Impact at Glance

70,000+Tax Forms
Digitally
Processed**6,500+**Documents
Signed under
24 Hours**Upto 90%**Reduction
in Manual
Effort**Zero**Print
& Courier
Cost

Business Scenario

The HR and Finance departments at WNS were manually managing the annual issuance and signing of over **70,000 Form 2316** documents. This included:

- Coordinating with EY to prepare the forms.
- Distributing documents manually.
- Manually tracking who signed and who didn't.
- Following up without structured reminders.
- Renaming files post-signing for traceability.
- Dealing with manual errors and year-on-year formatting changes.

WNS needed a **scalable, automated, and compliant solution** that could handle bulk signing, tracking, and reminders—all within a **20-day turnaround window**.

eMudhra Solution

eMudhra deployed **emSigner (SaaS model)** to automate the entire Form 2316 distribution and signing process using its **Flexiform** and **bulk signing** capabilities.

Key Features of the Solution:



Automated Employer Signature: Signature image mapped to profile, applied automatically during workflow.



Document Distribution at Scale: 70,000+ documents matched to recipients via Excel and pushed into workflow.



Auto Email Triggers: Employees received email links to sign; unsigned reminders sent after 3 days.



Manager CC in Reminders: System checked Excel file to automatically notify reporting managers of delays.



Filename Mapping: Post-signing, files were renamed to match Excel template names, not original uploads.



Secure Access via SaaS: Cloud-based deployment with no on-prem dependency.

Solution Architecture



Document Preparation

EY prepares and places 2316 documents in an SFTP folder.



Initiator Excel Upload

Maps employee names, email IDs, and manager contacts.



Trigger Utility (.exe Tool)

Matches documents to Excel, starts emSigner workflows.



Auto Signing

Employer signature applied instantly using image profile.



Employee Action

Receives email, signs digitally via emSigner (globally valid eSignature).



Reminders & CCs

Unresponsive signers auto-reminded with managers in loop.



File Renaming

Final signed files renamed using mapped logic.



Dashboard & Reporting

HR/Finance teams track signing in real time.

Value Added to WNS



Automation at Scale: Enabled mass distribution and signing with minimal manual intervention.



Security & Compliance: eSignatures validated and compliant with global standards.



Time-Sensitive Execution: 20-day rollout from initiation to go-live.



Adaptability: System configured to support yearly template changes for signatory shifts.



Real-Time Visibility: Live dashboard for tracking document status and completion.

Conclusion

WNS's partnership with eMudhra has radically transformed its annual Form 2316 distribution process. With emSigner, what was once a **manual, time-consuming task** is now an **automated, trackable, and secure digital workflow**. The initiative not only improved compliance and efficiency but also showcased how intelligent automation can be scaled to meet the needs of large enterprises with precision and agility.

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.