



vgJ0dh 081446
prK4Kh 380672
les7k7 774103
bTII6E 180598
AbdENA 629891
pKe6Rx 585398
Q6u3f1 351753

```
create table myTable (  
  id counter primary key  
  varchar(50)  
)  
  
create view view_myTable as  
select tab_0.sys_id sys_id  
from myTable tab_0  
where (1=1)  
  
select sys_id  
from view_myTable  
  
insert into myTable (  
  id  
) values (  
  1  
)  
  
update myTable set  
  id=1  
where sys_id=0  
  
delete from myTable where sys_id=
```

CASE STUDY

Revolutionizing 5-Minute Lending with eKYC and eSign

Introduction

In today's fast-paced digital world, financial institutions are constantly seeking innovative solutions to enhance customer experience and streamline their operations. One such innovation is the integration of electronic Know Your Customer (eKYC) and electronic signatures (eSign) in the lending process. This case study explores how eMudhra's emSigner platform has enabled a leading bank to offer a 5-minute lending solution by leveraging various eKYC methods and eSign technologies, including Aadhaar eKYC, Offline Aadhaar, PAN, Organizational eSign, Bank KYC eSign, and eSign for foreign individuals.



Background

The bank in focus is a major player in the financial sector, known for its customer-centric approach and commitment to digital transformation. Traditionally, the lending process was cumbersome, involving multiple manual steps, physical documentation, and lengthy turnaround times. To stay competitive and meet the evolving needs of its customers, the bank sought to digitize and expedite its lending process.

Objectives

The primary objectives of integrating eKYC and eSign into the lending process were:

- To reduce the time taken for loan approval from several days to just 5 minutes.
- To eliminate the need for physical documentation and in-person verification.
- To enhance the security and compliance of the lending process.
- To improve customer satisfaction and operational efficiency.

Solution: emSigner Platform

eMudhra's emSigner platform provided a comprehensive solution to achieve these objectives. The platform's robust features include:



eKYC Integration

Aadhaar eKYC: Real-time verification using Aadhaar data to authenticate customer identities swiftly.

Offline Aadhaar: Verification using offline Aadhaar XML, allowing for secure and efficient identity verification without real-time internet connectivity.

PAN Verification: Integration with the PAN database for instant identity confirmation.

Organizational eSign: Verification for corporate entities ensuring secure transactions for business customers.

Bank KYC eSign: Utilizes bank KYC data for verifying customers, leveraging existing banking relationships.

eSign for Foreign Individuals: Facilitates eSign services for foreign customers, expanding the bank's reach.



eSign Capabilities

Legally Binding Signatures: emSigner supports global standards for electronic signatures, ensuring that the signed documents are legally binding.

Multi-Device Support: Customers can sign documents using any device, making the process convenient and accessible.



Workflow Automation

Customizable Workflows: The platform allows the bank to create and manage automated workflows for the entire lending process.

Real-Time Updates: Provides real-time status updates and notifications to both the bank and the customers.



Integration with Core Banking Systems

Data Synchronization: emSigner seamlessly integrates with the bank's core banking system to auto-populate customer data and synchronize records.

Secure Document Storage: Ensures that all signed documents are securely stored and easily retrievable.

OVER 15 YEARS
EXPERIENCE IN
DIGITAL IDENTITY AND
TRANSACTION
MANAGEMENT

19 out of Top 20
Ranked
Indian Companies
as Customers*

900+
ENTERPRISE
CUSTOMERS

*As per ET500 Company List



Implementation

The implementation of the emSigner platform involved several key steps:

- **Requirement Analysis:** Detailed analysis of the bank's existing lending process to identify areas of improvement and customization needs.
- **System Integration:** Seamless integration of emSigner with the bank's core banking system, customer database, and identity verification services.
- **User Training:** Comprehensive training sessions for bank staff and customers to ensure smooth adoption of the new digital processes.
- **Pilot Testing:** Initial rollout of the 5-minute lending solution in a controlled environment to test and refine the system.
- **Full Deployment:** Gradual deployment across all branches and digital channels of the bank.

Results

The integration of eKYC and eSign through the emSigner platform yielded significant benefits:

- **Reduced Turnaround Time:** The loan approval process was reduced from several days to just 5 minutes.
- **Cost Savings:** Significant reduction in operational costs related to physical documentation and manual processing.
- **Enhanced Security:** Improved security and compliance through biometric authentication and secure digital signatures.
- **Increased Customer Satisfaction:** Higher customer satisfaction due to the convenience and speed of the lending process.
- **Operational Efficiency:** Streamlined workflows and automated processes led to improved efficiency for the bank's staff.

Conclusion

The successful implementation of eKYC and eSign for 5-minute lending showcases the transformative potential of digital innovations in the financial sector. eMudhra's emSigner platform has enabled the bank to offer a fast, secure, and customer-friendly lending solution, setting a new benchmark for the industry. As financial institutions continue to embrace digital transformation, solutions like emSigner will play a crucial role in shaping the future of banking.

Future Outlook

The bank plans to expand the use of eKYC and eSign to other areas of its operations, including account opening, customer onboarding, and transaction processing. Continuous enhancements and updates to the emSigner platform will ensure that the bank remains at the forefront of digital innovation, offering its customers seamless and efficient services.



About emSigner

emSigner, a flagship product from eMudhra, is a comprehensive digital signature solution designed to streamline and secure document signing processes for businesses across various sectors. It offers a robust suite of features, including support for multiple eKYC methods such as Aadhaar eKYC, Offline Aadhaar, PAN, Organizational eSign, Bank KYC eSign, and eSign for foreign individuals. The platform integrates seamlessly with core banking systems and supports a variety of deployment models including on-premise, cloud, and SaaS. emSigner's capabilities extend to automating complex workflows, ensuring compliance with global standards for electronic signatures, and providing secure, legally binding signatures. By leveraging advanced technologies like biometric authentication and real-time identity verification, emSigner significantly reduces turnaround times, enhances operational efficiency, and improves customer satisfaction, making it an ideal solution for modern digital banking needs.