



CASE STUDY

Procurement Department Goes Paperless Using emSigner

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The procurement department of a reputed IT company automated and streamlined previously cumbersome and paper-intensive processes such as vendor onboarding and purchase order (PO) signing using emSigner.

Department
Procurement**The Client**

The client is a reputed IT company that handles contracts and POs from over 2000 vendors every year.

The Business Need

Eliminate paper and remove the complications involved in the process of signing POs and onboarding vendors.

The Approach

Use emSigner to digitize the entire PO signing and vendor onboarding workflow, and include provisions to electronically sign documents using legally valid electronic signatures or Digital Signature Certificates.

**Background**

The procurement department of the IT company was struggling to accelerate the vendor onboarding process. Currently the process lasted for an average of 15 days owing to multiple iterations of reviews and edits of the vendor contracts by both the concerned parties — the vendor and the IT company. Further, the need to use wet signatures for approvals at multiple levels was unnecessarily adding to the paper-trail within the department. In a similar manner, signing and approval of POs were becoming a hassle. Each PO had to go through a minimum of three levels of approvals. This meant that the soft copy of the POs had to be shared with signatories sitting in three different locations via a mail one after the other. And at each level, the designated signatory had to take a printout of the PO, manually sign it and pass on the document to the next signatory in the hierarchy, until the process was completed. Naturally there was a lot of paper-trail and complications involved in the above the process.

Hence, the client wanted to streamline the entire workflows by digitizing vendor onboarding and PO signing process, and was looking for a partner who could help them accomplish this objective.

Key Features

- emSigner allows users to legally sign vendor contracts and POs to facilitate end-to-end digital workflow cycle
- emSigner supports collaborative review and editing of vendor contracts (during the whole process to manage required edits, review processes, etc.) prior to vendor contract finalization and approval

The Business Impact:

- A procurement process that is about 75% faster
- Vendor onboarding became a seamless exercise; the client was able to easily handle 2000+ vendor contracts every year
- Seamlessly sign 40,000+ POs
- 100% transparency and control
- A reduction of up to 50% in overdue tasks
- Complete audit trail; time-saving in report generation
- 100% process compliance with internal and external regulations



Solution

Leveraging our proprietary paperless office suite, we went about deploying a seamless solution that would meet the unique needs of the client in two phases. In the first phase of deployment, we concentrated on eliminating the challenges associated with vendor onboarding.

Previously, the vendor onboarding process lasted for a painful 15 days, as every vendor contract had to pass through multiple rounds of review and edit from both the concerned parties. Naturally, the process was inconvenient, lengthy and increased the client's expenses. However, the whole scenario changed with the introduction of emSigner. Leveraging the collaborative editing featured offered by emSigner, the vendors as well as the client were now able to seamlessly carry out all the necessary modifications in the vendor contracts without any fuss. While the digital signing capability of emSigner enabled both the parties to use legally valid electronic signature or digital signature certificate for signing purpose, thereby eliminating the last mile problem of paper that was haunting the organization. Also the fact that the solution provided complete audit trails proved to be an added advantage in meeting various regulatory requirements across the globe.

In the next phase of deployment, we concentrated on the second biggest issue that was negatively affecting the client, i.e., signing and approval of POs. We helped the client digitize and automate the entire PO signing and approval process using electronic or digital signatures. This was followed up with the creation of standard workflows for appointing signatories and prompting them to take various approval actions, which greatly simplified all the underlying operations. It meant that from that moment on all that the user had to do was just select the relevant workflow and leave the rest to our workflow management system. The responsibility matrix, created to comply with the company's internal policies, ensured automatic movement of POs through the hierarchy.

Our paperless office suite uses the following broad modules:

emSigner-

On-premise Digital Signature enabled workflow management solution used for defining paperless workflows

Hardware Security Module-

A tamper-resistant and secure piece of hardware used to store cryptographic keys

emAS

eMudhra authentication server which was used to automatically validate the signed documents that were received by the organization

About eMudhra:

Much like the name, which is an embodiment of the seal of authenticity in the electronic or digital world, eMudhra is a cyber security solutions company and a trust service provider that is focused on accelerating the world's transition to a secure integrated digital society. With presence in 5 continents and a global delivery center in Bengaluru, India, eMudhra is empowering secure digital transformation of over 45 global banks, several Fortune 100 customers and thousands of SMEs.

