CASE STUDY

A Multinational Company dealing in Global Food Systems Deploys eMudhra's Remote Signing Service for legal non-repudiation of documents, to automate invoice signing and mitigate dependency on manual processes

About the Client

Our client is a 155 years old company focused on providing high-grade products and services related to food, agriculture, financial and industrial usage. In India, their operations started in 1987. Our client has businesses in refined oils, food ingredients, grain and oilseeds, cotton, animal nutrition, industrial specialties, and trade structured finance.

Quick Facts

12000+

Remote Signing Transactions
per Month without a glitch

_____

72 hrs

Deployment of Remote Signing
Service in Record Time

_____

200 ms

Maximum duration per
transaction, a very low
latency system provided to client

OVERVIEW

Trust is a hard thing to win and an easy thing to lose. For Enterprises, building Trust is a continuous process. Just like all the companies in the world, even our client was exposed to both financial and reputational loss due to chances of fraudulent transfer of fund requests made by fraudsters imitating invoices and other documents.

By adopting remote digital signatures on documents, our client could ensure authenticity (digital identity), integrity (tamper proof) and legal non-repudiation of invoices and other documents in India and elsewhere. Hence, it was imperative for them to find a Trust Service Provider who could provide a seamless Remote Signing Service to help digitally sign invoices and other documents, without the burden of managing digital certificates and signing keys locally.

BUSINESS CHALLENGE

A very large volume of invoices and other documents were being generated by our client on a regular basis. Manual signing process made the task tedious, costly, prone to errors and raised security concerns for the overall brand image of the company.

With existing solution at hand, our client had to either use hardware token or PIN based signing which slowed down the process and required manual intervention at all stages of signing. The existing solution was infrastructure-intensive and required a good chunk of CAPEX investment to setup the entire digital signing infrastructure inhouse. Scalability of solution was yet another challenge as our client wanted to set up a high-availability remote signing service that could handle multiple transaction requests with a very low latency system.

SOLUTION

Team at eMudhra deployed our proprietary Remote Signing Service, which offered a perfect blend of technology and expertise to solve the business challenge at hand. Company seals to be used for signing were safely stored in our highly secure Hardware Security Modules (HSMs). Only the hash values of invoices and other documents to be remotely signed were pinged to our Remote Signing Engine. This ensured end-to-end legal non-repudiation of documents.

Key Highlights:

- API based remote signing service was deployed that easily integrated with our client's India business applications to handle high volumes of remote signing transactions

- Digital Certificates were safely stored with eMudhra at our highly secure Hardware Security Modules (HSMs)

- Our client was able to generate tamper-proof documents using identity-verified digital signatures issued by eMudhra

- AATL approved Digital Signatures were issued by eMudhra which are natively trusted by Adobe

99.9%

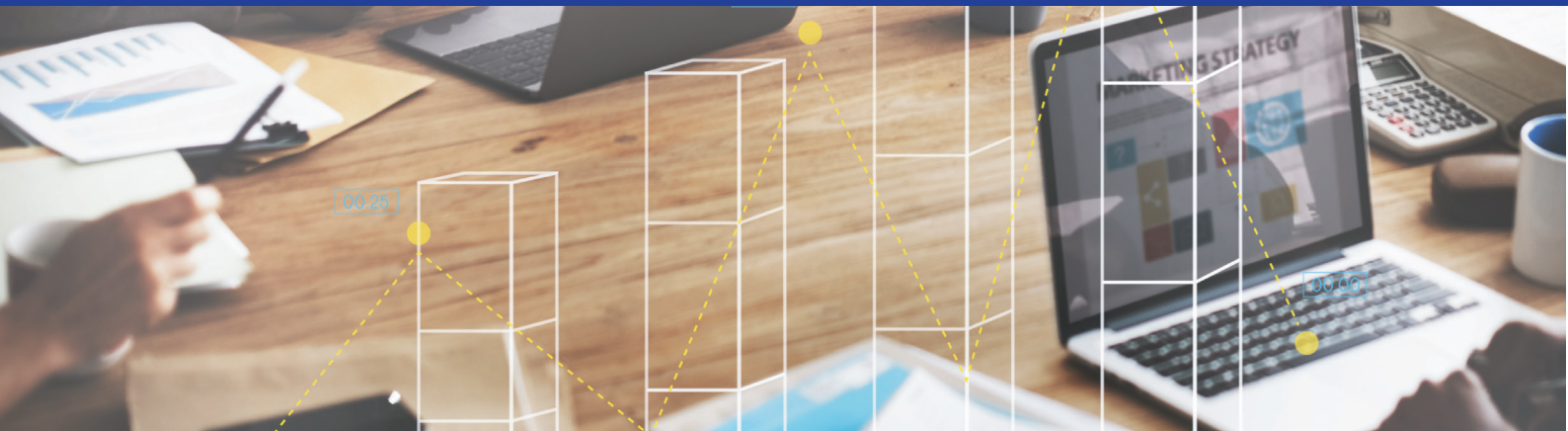SLA achieved, powered by eMudhra Remote Signing Engine

PAPERLESS

All invoices are now being remotely signed in bulk with more than 80% better TAT

100%

Security with read only documents, identity verified company seals and timestamping for legal non-repudiation

ABOUT US

As the world goes Digital, security is ever more crucial to protect identities, data, and enable trust in a digital society. eMudhra focuses on SECURE Digital Transformation to enable organizations to progress and evolve without sacrificing "Trust," which matters most in our society. With an end-to-end stack around trust services, PKI, Paperless transformation, and Digital Authentication, eMudhra is optimally placed to aid digital journeys where identity assertion is critical.

eMudhra chairs the Asia PKI Consortium, is a board member of the Cloud Signature Consortium and a member of the CA Browser Forum. Having been in business for over 12 years and built a reach that spans more than 50 countries, eMudhra is deeply committed to bringing change and helping societies across not just go digital but go digital in a secure way.

System Architecture

Value Added to Client

eMudhra's Remote Signing Service enabled our client to remotely sign a multitude of invoices and other documents without the need to print, sign and send. This in turn helped the company to reduce the overall TAT on invoice signing and document processing by up to 80%. By adopting eMudhra Remote Signing Service, they were able to achieve 100% digital transformation in invoice processing with complete guarantee of legal non-repudiation.

More Information:

eMail: eservices@emudhra.com | Web: www.eMudhra.com