CASE STUDY

A Multinational Company dealing in Global Food Systems Deploys eMudhra's Remote Signing Service

Our Customer wanted to achieve end-to-end legal non-repudiation of documents, to automate invoice signing and mitigate dependency on manual processes

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.
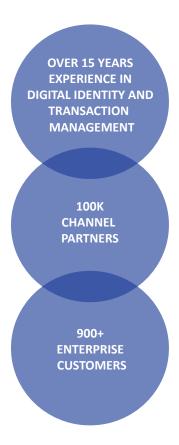
Challenge

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.

OVER 15 YEARS EXPERIENCE IN DIGITAL IDENTITY AND TRANSACTION MANAGEMENT

100K CHANNEL PARTNERS

900+ ENTERPRISE CUSTOMERS

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.

- 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.

Value added to Clients

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.

System Architecture

Signer

Remote Signing service

Authentication & Authorization

Signing Application

Request/ Receive Hash Signature

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.