



**CASE  
STUDY**

Paperless Transformation of a computer hardware company using emSigner

# Paperless Transformation of a computer hardware company using emSigner

eMudhra helps a Computer hardware company go paperless and manage and streamline critical processes with ease

## Industry

Computer Hardware Industry

## Business Matters

An American multinational computer technology company based in Round Rock, Texas, United States (US), automated its claim settlement process for its distributors in India by using emSigner's Digital Signature and Workflow capabilities. This reduced claim turnaround time and improved distributor's cash flows.



## Business Needs

The company wanted to streamline its claim settlement process for its 2500 distributors. For a distributor, he had to take a copy of the claim, manually sign and courier it to the company. At the company's end, the same had to be collected and verified. This was not only time consuming but also error-prone. Thus, a solution was required that would automate the claim settlement process.

## Approach

Deploy an integrated solution to digitally sign and encrypt documents that are legally binding and guarantee authenticity, integrity, and confidentiality of data.

The distributors should be able to use emSigner with the capability of having multi-party and real-time signing of sales claim. In a phased manner, the organization would integrate all its internal as well as external applications with emSigner to facilitate the signing of documents.

## Background

Distributors play a pivotal role in the company's go-to-market strategy. For a company with a multi-channel retail strategy, effective management of distributors is even more crucial. The company does not want its distributors to believe that it is paying more attention to the direct sales channel.

Similar was the case with the company that wanted to ease out the claim settlement process for its distributors. eMudhra outlined the following key areas where emSigner could significantly improve and streamline document workflow concerning:

- The company would be able to combine distributor's existing unique identification code with a digital signature
- Distributors would be able to upload legally valid digitally signed claims into company's portal. These would be automatically checked for legal validity and correctness by Corporate Office
- It would allow distributors to have better visibility as they could track the status of the signature process (Signed/Pending/Completed/Declined) in real-time. This will lead to accurate compliance reporting

## Digital Signature Technology

The Digital Signature Technology works on the Public Key Infrastructure framework, which uses a Cryptographic Key Pair – Private and Public Key for secure access and transmission of information.

Digital Signatures is generated by the issuer for the client in a secure device.



### Benefits

The Automobile Company reaped significant benefits by implementing digital signature-based workflow signing, including:

- Faster claim settlement
- Improved working capital for distributors
- Better visibility and accessibility of documents
- Legal non-repudiation thereby reducing frauds
- Signing and approving documents anywhere, anytime
- Faster turnaround time, increased employee efficiency, productivity, and transparency
- Meeting compliance & regulatory requirements
- Online and Offline signing capabilities
- Importing files from multiple clouds and file storage services like Dropbox, Google drive into emSigner
- Tracking real-time status of signature progress happening on documents initiated for signing

### Solution

eMudhra implemented emSigner – Secure Paperless Office solution to enable Digital Signature based approvals for the following workflows

- External flows between dealers and company
- Internal flows between Departments and Finance

emSigner was integrated with the company's existing ERP software over Webservices API for digital signing of documents.

- For individual signing, individual digital signature certificates were issued to Authorized Signatories
- For Bulk Signing, Class 3 Document Signer Certificate was used which gives a higher risk, assurance to depending parties for a critical use case such as Invoice Signing
- From a security and risk standpoint, a Hardware Security Module was used to store the Class 3 Document Signer certificate

### The paperless office solution uses the following broad modules:

- **emSigner**  
On-premise Digital Signature enabled workflow management solution used for defining paperless workflows
- **Hardware Security Module:**  
Protect the cryptographic infrastructure of some of the most security-conscious organizations in the world by securely managing, processing, and storing cryptographic keys inside a hardened, tamper-resistant device
- **Class 3 Document Signer Certificate**  
To sign critical documents such as invoices
- **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.

