

CASE STUDY

Global Firm Providing IT Services
becomes Truly Paperless

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emSigner helps the IT major to streamline internal document flow and reduce turnaround time.

Industry
ITES

Business Matters

An Indian multinational company that provides business consulting, information technology, and outsourcing services goes entirely paperless by using emSigner's workflow and Digital Signature capabilities for generating, digitally signing, encrypting and delivering documents of various departments such as HR, finance and legal.

Business Needs

The company employs over one lakh employees in India. Activities such as approvals, service requests, claims, contracts, etc. created large stacks of paper. Document retrieval needed vigorous manual effort, time, and cost. Thus, the company required a workflow-based document signing solution that is automated, efficient, and will save the organization's cost and time.

Approach

Integrate emSigner with the organization's existing ERP solution to digitally sign and encrypt documents that are lawfully binding and guarantee authenticity, integrity, and confidentiality of data. The company should be able to use emSigner with online and offline capabilities to digitally and legally sign multiple documents.



Background

Given the scale at which the company was operating, it was an immense task to print, physically sign, scan, mail, and retrieve documents. Not only the existing process was time-consuming, but it was also error-prone and cost-intensive.

A typical workflow involved filling the documents using an existing ERP solution, followed by printing multiple copies of the documents for approval, then scanned and moved to the concerned department/user.

Few of the challenges faced by the company included:

- Auditing and compliance issue, if physical copies are not secured and maintained properly
- Documents getting misplaced
- Difficulty in monitoring workflow progress
- Ensuring the validity of documents
- High Turnaround time

eMudhra outlined the following key areas, where emSigner combined with Digital Signature capabilities would streamline the internal operations of the company:

- The company would be able to improve recruiting workflow by allowing candidates to electronically sign NDAs
- Internal Departments could easily upload multiple documents without any manual intervention using API/Web Services
- Departments would be able to approve requests digitally and track the real-time status of the signature process. This would reduce the turnaround time and lead to accurate compliance reporting
- Documents could be converted into web forms, and by assigning web controls, the internal departments could conveniently sign and push the documents for subsequent signing

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 are generated by the issuer for the client in a secure device.



Benefits

The IT Company reaped significant benefits by implementing Digital Signature based workflow signing.

- Ensure document integrity, confidentiality, and authorship
- Curb the risk of signature forgery
- Eliminate the use of papers and printers
- Centralize storage and management of Digital Signature Certificate in a highly secure environment using HSM appliance
- Fast turnaround time, reducing cost, increasing productivity
- Meet compliance & regulatory requirements

Solution

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

- External flows between clients and company
- Internal flows between company's departments
- Bulk signing of documents for sending NDAs and offer letters to employees

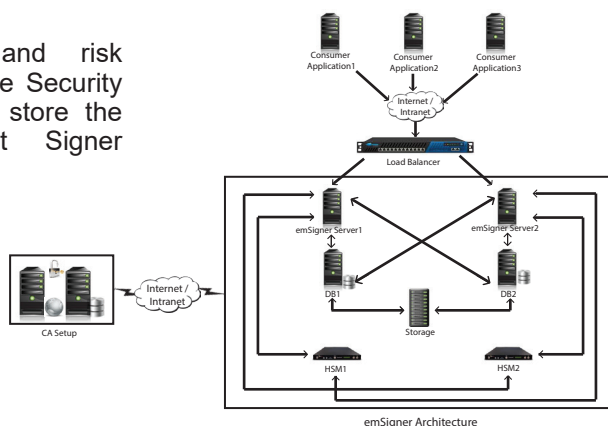
emSigner was integrated with the ERP application over web services API for digital signing of documents.

Deployment was done on-premise which allowed the company higher degree of control and customization, allowing the company to retain data on-premise to maintain confidentiality.

- 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.

