

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 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 distributors cash flows.

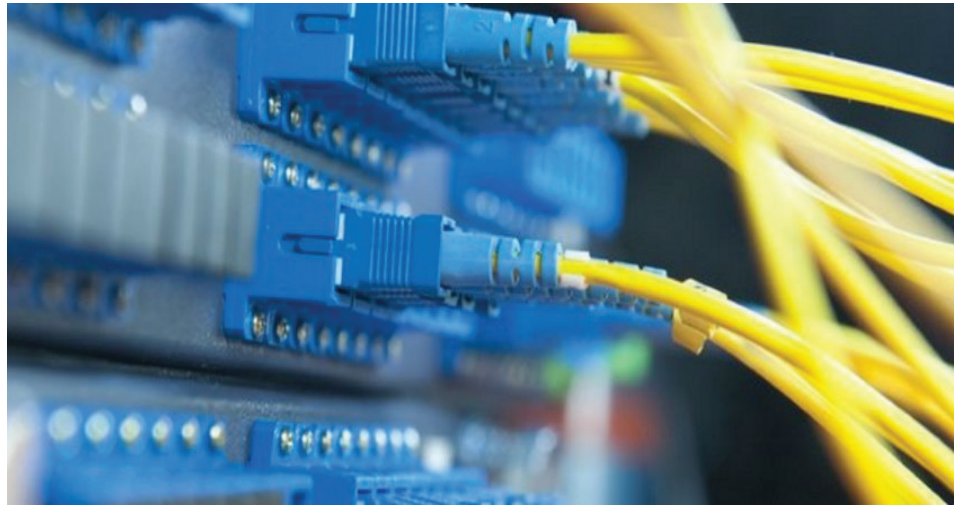
Business Needs

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 it and courier it to the company. At the company's end, 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 company's go-to-market strategy. For a company with multichannel retail strategy effective management of distributors is even more imperative. 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 who wanted to ease out claims settlement process for its distributors. eMudhra outlined the following key areas where emSigner could significantly improve and streamline document workflow with respect to

- 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



Benefits

The Automobile Company reaped significant benefits by implementing digital signature based workflow signing.

This includes

- Faster claim settlement
- Improved working capital for distributors
- Better visibility and accessibility of documents
- Legal non-repudiation thereby reducing frauds
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- Signing and approving documents anywhere, anytime
- Faster turnaround time, increased employees 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

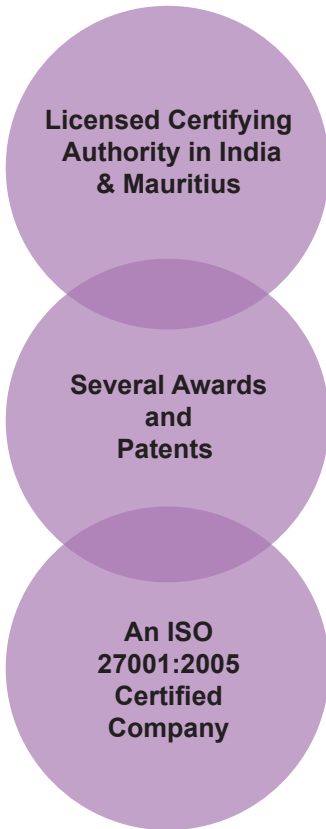
- External flows between dealers and company
- Internal flows between Departments and Finance

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 relying 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 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 was received by the organization



About eMudhra

eMudhra is a technology and digital identity and transaction management company providing solutions which ease financial and statutory needs of consumers. eMudhra was established in 2008 and is a Certifying Authority in India and Mauritius to issue Digital Signature Certificates.

eMudhra's current enterprise and consumer solutions include Digital Signature Certificates, emSigner – Paperless Office Solution, emAS – secure multifactor authentication for banks, emCA for Digital Signature issuance and management and emStream – Voice of Customer Analytics using Semantics.

eMudhra is a market leader in India and has worked with large Banks, Financial Services companies and several Government agencies in India to implement Digital Signature based solutions which include secure access and paperless workflows.

eMudhra won the e-Asia award, an award given by AFACT (A United Nations body) for implementing Digital Signatures based on India's National ID – AADHAAR to bridge Digital Divide.