



Customer

- Customer is a leading financial services provider with operations in **multiple Indian states** and a customer base of **over 2 million clients**.
- Employs **4,500+ staff** and reports an annual revenue of **USD 900 million**.

- Physical document signing required **manual courier or in-person visits**, causing delays in contract execution.
- Approval processes were **time-consuming** and often held up due to signatories being in different locations.
- High **paper usage** and related storage costs.

Challenges

Solution

- Implemented a **digital signature platform** integrated with the customer's ERP and document management systems.
- Enabled signatories to **sign contracts and approvals online** from any location or device.
- Incorporated **two-factor authentication** and **encryption** to ensure security and compliance with legal standards.

- **70% faster** turnaround for document approvals and contract execution.
- Significant **reduction in paper usage** and courier costs.
- Enhanced **security and auditability** with time-stamped, tamper-proof records. Improved client satisfaction by enabling instant digital signing.

Benefits