

# How a leading automobile company embarked on the digital transformation journey with Cygnature

**LOCATION**  
India

**DOMAIN**  
Automotive



About Client



Challenge



Business Requirement



Our Solution



Key Features



Benefits



Outcome



## About Client

The client is a wholly owned Indian subsidiary of a German automotive manufacturing company that has a production capacity of 200,000 cars per year. It offers more than 25 models to its customers via 225+ dealership facilities and operates two production units. The client group strongly supports environmental and social initiatives. With the 'INDIA 2.0' project, the firm has already begun the next significant step in one of the world's most dynamic vehicle markets.





## Challenges

### The challenges associated with the business processes of the client were:

- A lot of time and resources were involved in the manual transfer of documents from one department to another to get them signed.
- Another significant challenge was printing, scanning, and storing multiple copies.
- Manual tracking and monitoring of documents was time-consuming and difficult for the client.
- As the documentation required internal clearances from higher authorities, the client only needed a sequential document signing order.
- High costs were involved in paper, printing, couriers, electricity, and bandwidth usage.
- There was no central repository to store multiple versions of documents.

*The day we start reaching home 15 minutes earlier, we might say we've started our digital transformation journey and have achieved the goal of converting our traditional office to a paperless one.*

*- CFO,  
A leading German Automobile  
Manufacturing company (CLIENT)*





## Business Requirement

- The client required not only the ability to send the documents for digital signature but also the capability for signers to sign the documents online. Multiple signature types, such as Simple Electronic Signature, USB Dongle Signature Support, and PKI Certified Sign, were also required.
- Since the client's employees were using PKI cards to access their system/laptop, the customer needed a solution that allowed access to PKI for signing purposes. Furthermore, the client also required a solution that an unlimited number of people could use to sign an endless number of documents and the ability to auto-assign the document for signature to someone else if the signer went on vacation.
- The client also sought a feature that allows users to send and sign documents in bulk, as well as the ability to set the due date, reminders, private messages, signing flows, optional signers, reviewers, and cosigners for a specific document. It should also provide a detailed audit trail of the document, including the signer's name, location, and IP address, among other things.
- Email notification should be sent to the signer of the documents awaiting signature. Furthermore, the solution should also indicate the stages where the signature got stuck.





## Business Requirement

- Seamless integration of Cygnature's API with the client's system.
- Process of archiving and retrieving data/backup mechanism.
- A White-labeled digital signature solution by the name "Smart Sign" with company theme, colors, and logo.
- Deployment of Cygnature at client premises.

***Cygnature is a blockchain based digital signing solution that securely authenticates signers, offers them a range of signature types for signing and protects the signed document from tampering.***





## Our Solution

Several rounds of discussions and meetings were held to understand the client's requirements and develop a comprehensive digital signature solution.

***After a year of rigorous discussions and continuous evaluations, the client found CYGNATURE to be a PERFECT MATCH.***

The requirements were categorized into high, medium, and low priorities. The project was delivered in two phases, namely ***Phase 1 and Phase 2.***





## Our Solution

### PHASE 1

Phase 1 deliverables included the general features of Cygnature along with some customizations, which were delivered successfully in February 2022.





## Our Solution

### CUSTOMIZATION

A series of customizations were made solely to meet the client's business requirements.

#### White Labeled solution -SmartSign

Provided a white-labeled solution under the name Smart Sign with the company theme, brand, and logo.

The screenshot shows a login page for 'Smart Sign'. At the top, there's a logo with a green document icon and the text 'Smart Sign'. Below the logo, the heading 'Login to your account' is displayed. There are two input fields: 'E-mail Address/Username' and 'Password', both with red asterisks indicating required fields. A 'Remember Me' checkbox is located below the password field. A large green 'Sign in' button is positioned below the checkbox. At the bottom, there's a link 'or Sign in via' followed by a Microsoft logo and a placeholder for another login method.





## Our Solution

### Support for API Integration

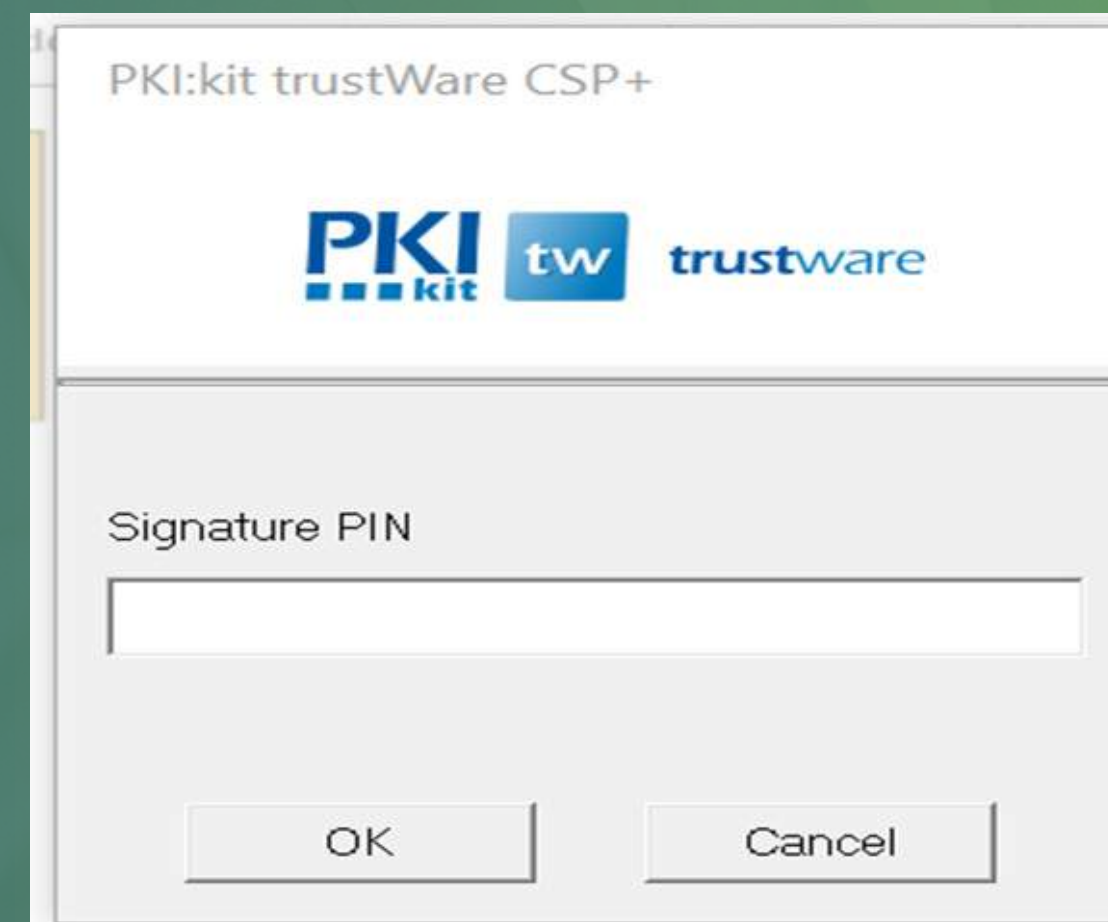
Integration of Cygnature's API with Omnex and other business systems.

### Training & Support

A series of training sessions were conducted in multiple slots with batches of 500 users to acquaint them with the usage of the digital signature solution. A dedicated support team and account were also made available 24\*7 to address the users' queries.

### PKI Authentication

Allowed access to the Cygnature portal using PKI card authentication.





## Our Solution

### PHASE 2

Phase 2 (April 2022- Aug 2022) implementation is still in progress. The solutions expected from this phase are:

#### **Template with PKI card as default signature**

PKI card to be shown as the default signature while signing any document to ensure the integrity of the data has been preserved and is authentic by providing a system and infrastructure to safeguard data, user, and device identities for digital certificates.

#### **Direct document link opening via email and redirection on the page itself**

After receiving the email link, the user should be redirected directly to the document, eliminating the need to log in.

#### **Fixed placeholder template**

The position of the placeholder must be fixed regardless of the document uploaded to SmartSign.

#### **Utility Service Improvement**

- A bulk signing utility service that automatically downloads, starts, and runs the utility eliminating the need for users to do so manually.
- Auto-running of the bulk signing utility as soon as the user logs into the system.





## Our Solution

### User Sync in Active Directory (AD)

Auto-sync of the user at the Smart Signing web portal once any new user is created in active directory of the client, and the signing solution should allow authentication with multiple AD servers.

### Multiple Document Processing for signature

Currently, Cygnature supports uploading one document at a time. The white-labeled solution SmartSign needs to be customized to fulfill the client's requirement of uploading multiple documents in a single go.

### Report Dashboard

A detailed dashboard with statistics like the number of documents uploaded and signed, number of signers, approvers, etc.

### Third-Party App Integrations

- Integration of client's SMTP for mail
- Procurement of gateway for SMS notifications.





## Key Features

- Blockchain security
- Active Directory Sync
- PKI integration
- On-premises deployment
- White labeling
- Mobile Application
- SharePoint & Word Integration





## Benefits

Efficient process and quicker transaction

Reduced printing of papers

Reduced efforts and timesaving

Central storage, easy retrieval, traceability

Environment-friendly process

Lower transaction cost

Track the status of documents in real-time

Increased productivity

Total users

**2167**

Total docs sent

**4813**

Total docs signed

**3310**





## Outcomes

Successfully helped the client in their digital transformation journey through our digital signature solution that strongly advocates

- Paperless office initiative
- State-of-the-art technology for a digital workplace
- Feature-rich & easy to use solution for individual, enterprise & processes
- Document security & protection with Blockchain & Encryption

The client's paperless journey has just begun, and there will be many more capabilities available to meet the future requirements of the organization.





Established in 2000, Cygnets Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnets Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnets Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnets Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.



Cygnature by Cygnets Infotech is a blockchain-based digital signing solution that securely authenticates signers. With Cygnature, users can sign documents from anywhere, anytime using any device quickly. It is a feature-rich solution that provides APIs for seamless integration with business systems. It provides enhanced security, greater transparency, and improved traceability of the signing process, along with authentication of signer's identity.

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