



# How a well-established private bank saved up to 1000 manhours a month by adopting automated digital signing of appointment letters

## Overview

The business sought to automate the signing of appointment letters using Robotic Process Automation (RPA) and a digital signing application. This involved managing daily volumes of 50-200 appointment letters, integrating with Oracle Fusion HR management systems for document retrieval, and coordinating signing between parties.



## Business Challenge

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- Managing volumes of approximately 50–200 appointment letters daily for signing purposes
- Integrating with source systems like Oracle fusion (HR management systems) and manually uploading appointment letters into the systems
- Difficulty in signing the letters by both the parties
- Coordinating and following up with candidates for signing appointment letters
- Managing multiple systems for uploading, signing, and storing purposes.
- Maintaining onboarding efficiency in the process
- Managing updates and changes made to the document for further signing
- Verifying the integrity of the candidate joining the organization
- Manually signing each appointment letter by the HR department



## Our Solution

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- To initiate the signing purpose, Cygnet BOTs picks all the appointment letters with Cygnet APIs that are uploaded on Oracle Fusion and HRMS system of the bank until yesterday via Mule (a system used by the bank for thirdparty integrations). This is later uploaded to Cygnature
- A real-time verification of the candidate is done while appointment letters are signed by a DSC from the HR end and further sent to the candidate for an Aadhaarbased e-Signing
- On the appointment letter being signed, it is purged from Cygnature to ensure the security & confidentiality of information
- Simultaneously a copy of the signed letter is uploaded onto the Oracle Fusion system along with a notification that is shared with the 'Service Now' platform the bank uses



## Business Outcome

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Saved 1000 manhours per month used for the process of issuing and signing appointment letters



Saved time and effort cost in lacs month spent behind the entire process



Saved candidate's overall paper costs



Adapted to technology for an ROI that can be claimed within 4-5 months



## About Client

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An Indian private sector bank formed by the merger of a finance company and an NBFC. Has 20,000+ employees and a turnover of INR 3600+ crores operational in India and globally.



### About Cygnature

Cygnature pioneers secure, paperless document signing through its cloud-based SaaS platform. Employing advanced encryption, it safeguards document integrity and authenticity, accessible solely to verified users. With features such as bulk signing, and support for national IDs such as Aadhaar and UAE Pass, Cygnature establishes itself as the industry benchmark for secure digital signing solutions, ensuring efficiency and trust in every transaction.

### About Cygnet.One

Cygnet Infotech is dedicated to excellence and is re-evolving its brand identity as CYGNET.ONE to help consolidate its specialized offerings in Compliance transformations, Digital & Quality Engineering, Enterprise Modernization, Data, AI & Analytics Hyper Automation, Test automation, Digital signature, and a myriad of other offerings across Americas, the UK & Europe, Africa, the Middle East, and the Asia Pacific. Through Cygnet Cosmos, our digital transformation framework, CYGNET.ONE empowers organization to achieve business process digital transformation through co-ideation, co-creation, co-innovation, and co-evolution. With a global presence spanning across diverse markets and industries, Cygnet.One serves as a one-stop destination for intelligent solutions, delivering value from ideation to execution, ultimately driving success for clients and partners worldwide.

 <b>CO-IDEATE</b>	Co-Ideate for new product development & new market GTM
 <b>CO-CREATE</b>	Co-Create technology enabled connected business solutions
 <b>CO-INNOVATE</b>	Co-Innovate intelligent solutions with Cygnet launchpad.
 <b>CO-EVOLVE</b>	Co-Evolve with a strong continuum of Cygnetians, clients, & partners.