



HMSI Streamlines its Document Workflows and Achieves Sustainability Goals with MSB Docs

The Company

Founded in 1999, Honda Motorcycle & Scooter India Pvt. Ltd. (HMSI) is a wholly-owned Indian subsidiary of Honda Motor Company Limited, Japan. The company employs the best-in-class technology to design and offer an expansive portfolio of high-quality, affordable two-wheelers. With innovation and customer centricity at its core, the company has been rapidly expanding its horizons to become the second largest two-wheeler company in India today. Besides spreading the joy of mobility to larger masses, the company's key focus is on achieving sustainability and embracing digitization. Over the years, HMSI has won over 200 prestigious recognitions for its benchmark products, technology and manufacturing excellence.

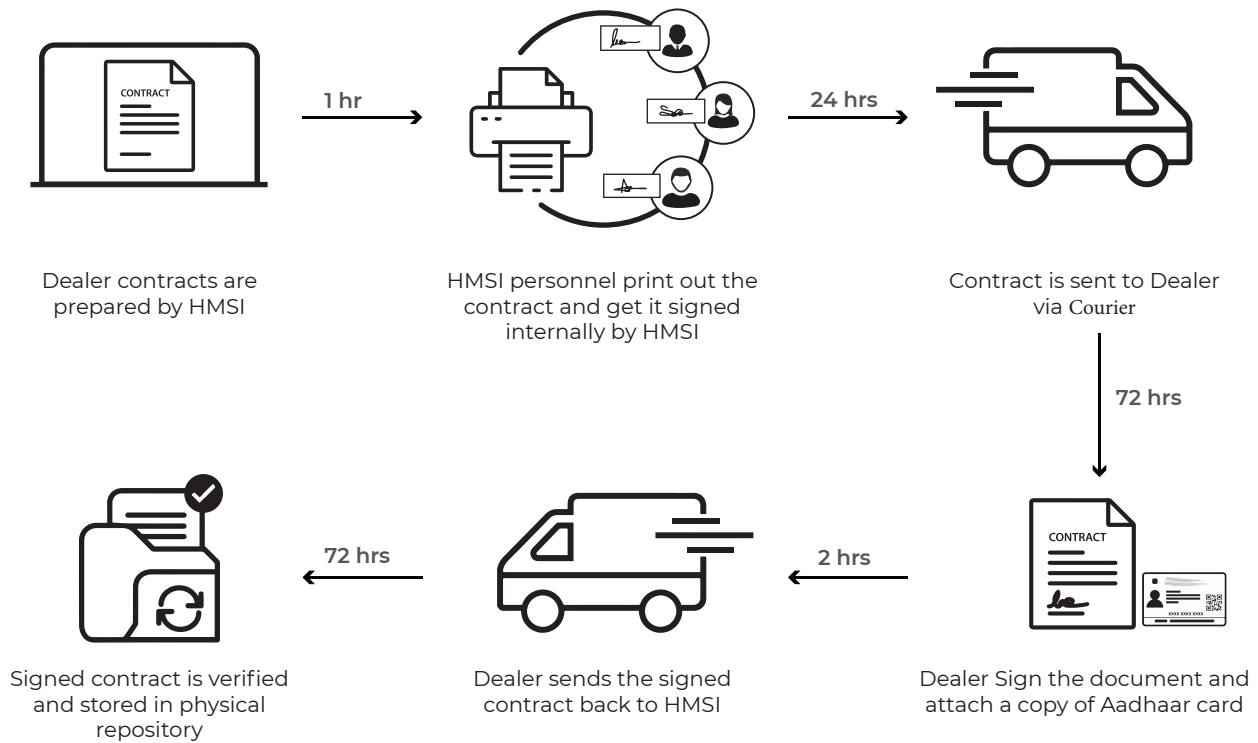
The Roadblocks

At HMSI, myriad contracts with third parties, customers and inter-departmental contracts are required to be signed and processed on a day-to-day basis. Moreover, numerous contracts with dealers and vendors involving free service coupons (FSC) and warranty cards are regularly initiated, wherein dealers also generate bills against the same.

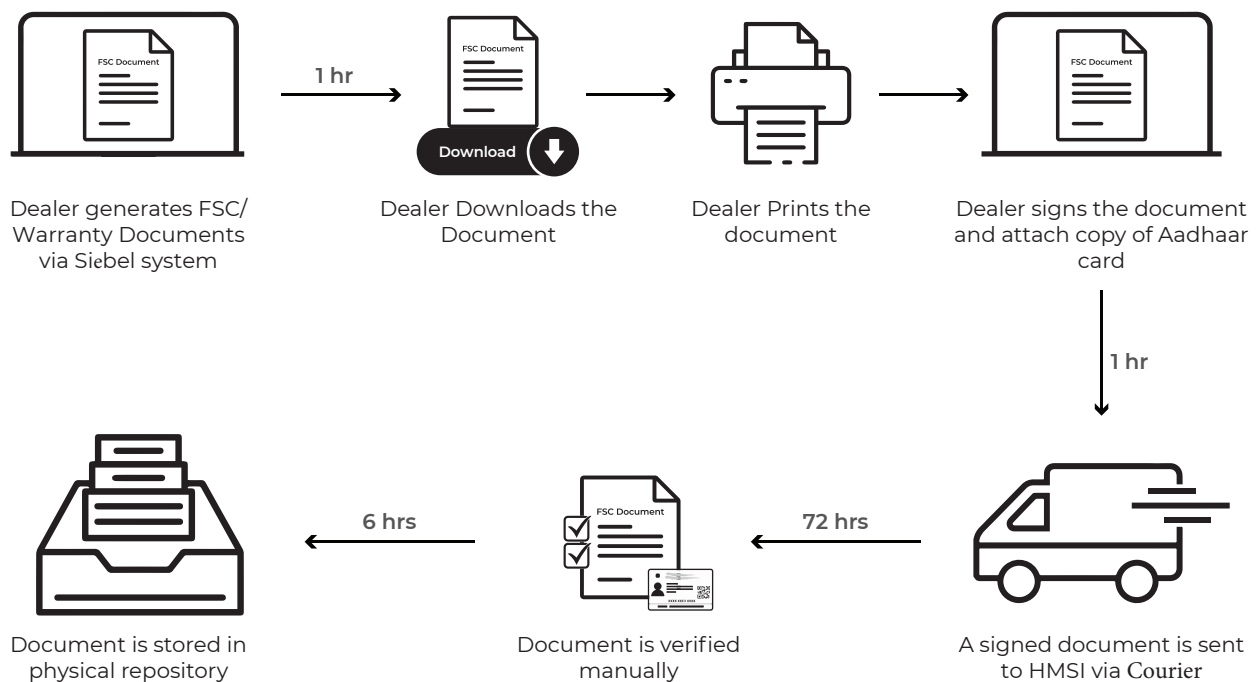
Prior to integrating with the MSB platform, all these contract procedures and other documentation requirements were being handled manually at HMSI.

This meant a repetition of the cumbersome print-sign-scan-fax process for heaps of documents, which are further required to be compiled and stored. All this took a toll on the company's operational efficiency, impacting the process in the following ways:

Dealership Contract (Before MSB Docs Solution)



Free Service Coupon (Before MSB Docs Solution)



Longer Response Times :	The lengthy process of obtaining signatures, which included printing and scanning of documents, as well as coordination between different stakeholders at each stage of the document lifecycle delayed the final outcome of all processes.
Dip in Productivity :	Fulfilling the tedious paperwork requirements consumed too many valuable working hours of the staff at HMSI, who was getting exhausted with the increased workload and the repetitive performance of dull, routine jobs. As a result, the overall productivity of the organization had started to plummet.
Increase in Cost :	The company incurred extraordinary expenditure on printing documents, shipping/ delivery, fax, stationery, filing and maintenance, along with warehouse charges. The cost of paper itself was an expense that could not be ignored. Moreover, the expense of tracking or retrieving misplaced/ lost documents amounted to be quite high. The company wanted to control this unnecessary expenditure, as it was severely draining down its profits.
Decrease in Customer Satisfaction :	The lengthy administrative paperwork procedures caused great inconvenience to clients, as they were required to manually exchange lot of documents and provide signatures. As a result, the number of dissatisfied clients was increasing, which became a serious cause of concern for the company.
Environmental Impact :	HMSI is extremely considerate about the environment, and therefore wanted to limit the paper usage with aim to save trees, conserve energy and control pollution.

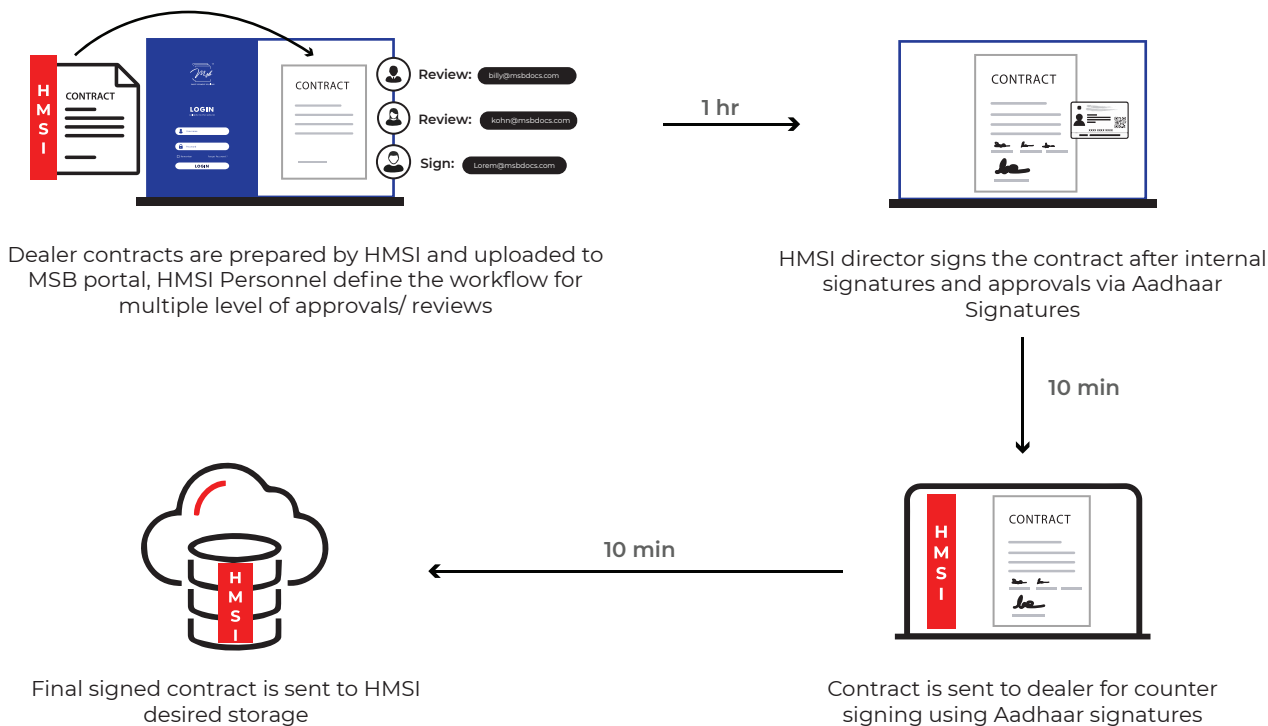
Automating workflows and getting rid of the paper-based process was the need of the hour for HMSI. The company was actively looking for an advanced, customizable enterprise-grade solution to address the above challenges and drive efficiency and sustainability.

The Solution

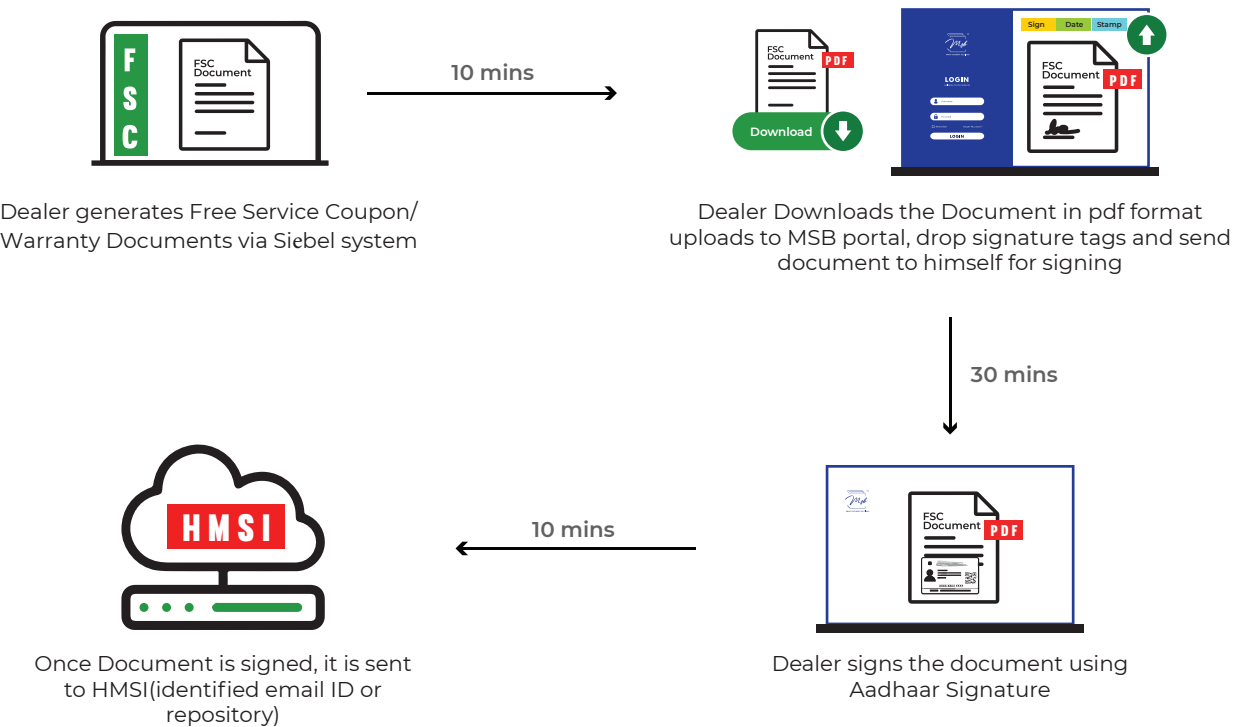
MSB Docs conducted an in-depth review of the automaker's existing processes and challenges. It then designed and implemented an exclusive suite of solutions which was aimed at accelerating their signature process and transforming their workflow management. Below listed are the key offerings:

- The Smart Document Management Solution by MSB Docs allows users to effortlessly create, sign, send, store or track documents remotely through any device. The need for printing, scanning or faxing documents is completely eliminated, and the stakeholders can quickly access and sign contracts, without the need for physical exchange of paper documents.
- The advanced workflow and document templates allow vendors and dealers to raise invoices digitally and also receive multiple approvals across different levels.
- The legal sanctity of all transactions is maintained, besides ensuring complete control and security of documents. This is because MSB Docs adheres to the highest compliance and security standards across the world.

Dealership Contract (After MSB Docs Solution)



Free Service Coupon (After MSB Docs Solution)



The Positive Business Outcome

With MSB Docs on board, HMSI has happily bid adieu to all time-taking, cumbersome document management processes. The company's signing and approval process has also been infused with a lot of efficiency, enabling it to operate in a smarter manner. Over a short span of time, HMSI has been successful in enhancing its operational efficiency, reducing its turnaround time, decreasing costs, and elevating the overall customer experience.

The integration with MSB Docs smart document solution resulted in the following improved outcomes for HMSI:



Increased Customer Satisfaction

80% reduction in time to acquire and sign documents by customers



Increased Productivity

75% rise in productivity and efficiency



Reduced Costs

60% reduction in printing, scanning and storage expenditures



Contribution to Environment

80% reduction in usage of paper

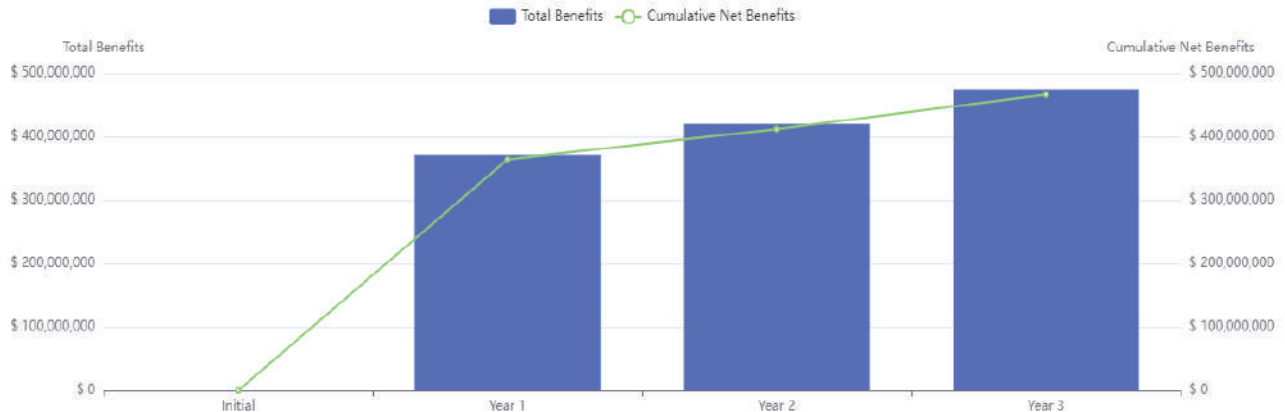
Automotive Use Cases

Procurement	Finance	IT	Human Resource	Sales
■ SOWs/ MSA	■ Invoices & Expenses Processing	■ Budget Approvals	■ Candidate NDAs	■ Document Collection
■ Supplier/ Vendor Contracts	■ Audit Sign off	■ Asset Tracking	■ Contractor Agreements	■ Document validation
■ Vendor Onboarding	■ Leadership Approvals	■ Access Management	■ Training & Certifications	■ Contract Signing
		■ Incident Reporting	■ Exit Documentation	■ Renewal Requests

Return On Investment

Financial Summary (Risk-adjusted Estimates)

ROI	Payback Period (Months)	Total Benefits (PV)	Total Costs (PV)	Net Present Value (PV)
2091%	<3	\$4,696,737.07	\$214,393.93	\$482,343.14



Cash flow analysis (Risk-adjusted estimates)

	Initial	2022	2023	2024	Total	Present Value
Total Costs	\$26,657.00	\$71,576.75	\$78,637.30	\$86,396.66	\$236,610.71	\$214,393.93
Total Benefits	\$0.00	\$15,396.89	\$17,412.22	\$19,693.22	\$52,502.34	\$4,696,737.07
Net Benefits	\$26,657.00	\$1,468,112.76	\$1,662,584.97	\$1,882,925.56	\$5,013,623.29	\$482,343.14
ROI						2091
Payback Period (Months)						<3

Total quantified benefits

Ref	Benefit	2022	2023	2024	Total	Present Value
Atr	Improved processes and employees productivity	\$1,439,318.51	\$1,630,747.87	\$1,847,655.86	\$4,917,722.24	\$4,445,990.52
Btr	Reduced operational expenses	\$80,946.00	\$89,159.40	\$98,271.36	\$268,376.76	\$221,105.45
Ctr	Carbon Offset	\$525.00	\$525.00	\$525.00	\$1,575.00	\$1,024.80
Dtr	Improved customer retention and sales conversion	\$18,900.00	\$20,790.00	\$22,870.00	\$62,560.00	\$28,616.30
	Total benefits (Risk adjusted)	\$1,539,689.51	\$1,741,222.27	\$1,969,322.22	\$5,250,234.00	\$4,696,737.07

Testimonial

“ We are extremely happy to use the cutting-edge solutions provided by MSB Docs, which enable our dealers and management to electronically sign contracts and Warranty/ Free Service Coupon invoices. We have received excellent feedback from all who have used it. Also, the support provided by MSB Docs is commendable, as all issues have been closed as per the defined timelines. Their team has taken the new feature development request of dongle-based signature for new directors as a challenge and were able to provide a demo at a short notice. ”

Akhilesh Gupta (Senior manager, HMSI)