

“We selected Fujitsu because of its proven strength in operating large-scale healthcare IT systems. These systems were traditionally run by the cities themselves but looking ahead, they have to be future proof. Thanks to partnering with Fujitsu, we are able to implement a new system.”

Ulla Kukkonen  
Managing Director  
Provincia Oy

# Lahti City

Country: Finland  
Industry: Public Sector



# FUJITSU



## Challenge

The city of Lahti was looking to modernize its engagement with citizens whilst reducing costs. It also wanted to futureproof how services are provided to citizens.



## Fujitsu Solution

Fujitsu is taking over the provision of ICT support for social and healthcare services from government agency Provincia Oy. Starting February 2019, Fujitsu will manage 15,000 workstations, 11,500 mobile devices and 500 servers. The agreement also covers network services, service desk and on-site IT support services, product lifecycle management and cloud services.



## Benefit

- Transfer of services support tasks to Fujitsu is expected to provide important operational benefits for the consortium in terms of cost efficiency, as well as ensuring adoption of best-practices and the delivery of high-quality services to citizens
- Lahti is also preparing for the nationwide social, healthcare and regional service structure reforms that are being planned by Finland's central government
- By partnering with Fujitsu, Lahti has created a model for the Päijät-Häme province, setting a benchmark for the service levels that all 18 Finnish provinces will be required to reach when reforms are enacted.