

Case Study

Government ICT Centre Valtori

»The Vetuma service has enabled public administration organizations to deliver e-services to citizens efficiently and securely.«

Kimmo Mäkinen, Development Manager, Ministry of Finance, Finland



The customer

Government ICT Centre Valtori is a service center operating under the administrative authority of the Ministry of Finance, Finland.

Valtori aims to provide competitive, high quality, ecological, data secure and sector-independent ICT services for central government administration.

The challenge

In accordance with the Finnish Government ICT strategy, the local government wanted to convert as many public sector services as possible into electronic services. Therefore it needed to implement a solution that would provide citizens a secure and cost-effective channel to authenticate themselves and to make payments in the government e-services. It also wanted a solution that would be shared and easily joined by public sector service providers, enabling it to provide a user-friendly service to citizens.

Evidently, the user experience significantly improves when the user is always able to authenticate and make a payment in the same way, regardless of the service provider.

The solution

In 2005, Fujitsu was selected to provide the Vetuma service. With Vetuma, online authentication can be made using citizen's electronic ID card containing an electronic citizen certificate, mobile phones containing certificates granted by mobile operators or using online banking access codes. Vetuma is a solution powered by cloud and it is built on Fujitsu-developed mPollux authentication and access control platform, which can be utilized in different types of authentication services not just by the public sector but private businesses as well.

The benefit

Vetuma is an outstanding example of a service that can be used by different service providers within the public administration. Furthermore, the cost-effective, flexible Vetuma service is available for the public service providers without a separate bidding process.

The customer

Country: Finland
Industry: Public
Website: www.valtori.fi/en-US

The challenge

Finnish public administration wanted to implement an electronic user authentication and payment solution in order to transfer many of its services into digital format.

The solution

Fujitsu provides the Vetuma service to Government ICT Centre Valtori. Vetuma enables citizens to authenticate themselves digitally and to make a payment in numerous electronic services of public administration.

The benefit

- An easy-to-use and cost-effective electronic service where joining is made easy
- A truly successful unified solution with centralized solution development, covering the entire public administration
- Joint user interface when authenticating to public administration services
- The highest level of information security with continuous monitoring and development
- The service has high usability and customer satisfaction, with highly automated service available year round 24/7
- Mobile authentication enables citizens to authenticate to various public services easily through a mobile device

"Fujitsu's Vetuma is highly automated, simple, cloud-type service, provided by highly experienced and competent production specialists. Thanks to its flexibility, Vetuma requires practically no effort from our end-users," says Tapani Lehtinen, Development Manager, Fujitsu Finland.

Vetuma is provided according to the highest possible levels of information security. The continuous monitoring and development guarantee that the service operates at an excellent level of security.

With the Vetuma service:

- a user can reliably be authenticated
- approval or even an indisputable electronic signature can be obtained from the user
- a payment can be received from the user through online service of a bank or the Nets (Nordic provider of payments)
- a payment can be refunded into user's account.

"Vetuma – the Citizen's identification and payment service has been a corner stone of Finnish public sector national eID infrastructure for the last seven years. The service has enabled public administration organizations to deliver their e-services to citizens efficiently and securely," explains Kimmo Mäkinen, Development Manager, Ministry of Finance.

Products and services

- FUJITSU mPollux
- FUJITSU Full Service model
- FUJITSU Managed Data Center Services
- FUJITSU Main User Services
- FUJITSU Data Security Services

After the national service architecture is completed, the public sector aims to bring e-service as the primary form of service across the whole society in Finland.

Conclusion

The shared Vetuma service, designed for the Finnish municipalities and government offices, was launched in spring 2006.

"Vetuma was the first shared electronic support service that municipalities and government offices have been able to use. The centralized funding has contributed to the widespread implementation of the services in both municipalities and government organizations," adds Mäkinen.

In compliance with the government ICT strategy, the Vetuma service has expanded to cover as many Finnish government offices as possible, including a large number of cities and municipalities. To date, the inclusion of the social insurance institution Kela is the most significant step for Vetuma. Kela's electronic services have 10 million logins per year. The electronic services allow customers to claim benefits and send attachments. Finnish Transport Safety Agency Trafi utilizes Vetuma by providing traffic-related authentication and payment service to its consumers.

With authentication transactions and number of customers increasing, Vetuma today manages more than two million user sessions, including 500,000 payment transactions per month. Having reached a high utilization level with excellent customer satisfaction, Fujitsu continues to develop the service and its structure further.

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