

“Fujitsu has given us the RPA tools we need to automate essential but routine tasks, reducing costs, improving data quality and speeding up processes.”

Johannes Lindell
CIO
Tampereen Sähkölaitos

TAMPEREEN SÄHKÖLAITOS
NAISTENLAHDEN VOIMALAITOS

Revolutionizing routine tasks through automation

At a glance

Country: Finland
Industry: Utilities
Founded: 1888
Website: sahkolaitos.fi

Challenge

Tampereen Sähkölaitos relied on multiple paper-based, manual business processes, which were vulnerable to human error, involved significant duplication of effort and were tedious for employees. It wanted to automate three key functions.

Solution

Tampereen Sähkölaitos turned to long-time IT partner Fujitsu, which introduced UiPath Robotics Process Automation software to automate budget planning, employee onboarding and customer contract renewals. Now, around 200 employees can access the intuitive business process interface to update, create or retrieve vital information.

Benefit

- Routine tasks which took hours now take minutes
- Faster processes save thousands of euros per month
- Employees are free to focus on more strategic priorities
- Potential for human error has been eliminated
- Increased efficiency leads to better customer service

Customer

Founded in 1888, Tampereen Sähkölaitos is a Finnish energy company, which provides electricity, heating and cooling to over 250,000 customers. It employs almost 400 people, produces more than 3,400 GWh of energy every year and has sales of €289 million.

Products and Services

■ FUJITSU Robotics Process Automation

Modernizing routine tasks

Over the years, Tampereen Sähkölaitos had built up multiple business processes, many of which still relied on paper-based, manual work or rudimentary spreadsheets. Not only did this expose the processes to human error, it also involved significant duplication of effort and was a mundane and unfulfilling task for employees. It wanted to automate core rule-based functions to become more efficient and to improve profit margins.

The company worked with long-term strategic partner Fujitsu to identify three areas that involved continuous, repeatable tasks which were being handled by employees: budget planning, employee onboarding and customer contract renewals.

"When we launch promotional campaigns, we secure lots of contracts, which all then end and need to be renewed at the same time – that generates a huge amount of routine paperwork," explains Johannes Lindell, CIO, Tampereen Sähkölaitos. "More importantly, we are constantly building our distribution network which involves cost estimations and budget comparisons – again all paper-based and inefficient. If we can work more effectively it has a positive impact on our bottom line."

Fujitsu has been Tampereen Sähkölaitos' end user and IT infrastructure service provider for over a decade and it recommended Robotics Process Automation (RPA) as a cost-effective way to automate these functions: "Fujitsu proactively introduced us to the concept of RPA – for a company such as ours, with a small IT department and limited capabilities, it seemed like an ideal fit," adds Lindell.

Introducing automation

Fujitsu RPA uses UiPath software to emulate the way people work and to automate repetitive and mundane rule-based tasks without impacting on the day-to-day running of operations. The project began by unpicking the steps involved in each task, mapping the journey and then finding the most efficient way to complete that journey.

Thanks to UiPath's user-friendly software platform, minimal coding was required to enable workflow automation for each of the three areas. That meant Fujitsu could complete the automation of each function in just three months. Now, instead of filling out multiple forms and spreadsheets, information is automatically gathered and populated where necessary.

"Fujitsu worked closely with our business units to define requirements and formulate best practice, which enabled us to hit the ground running," continues Lindell. "The Fujitsu project management team worked remotely to configure the UiPath platform and tweak the coding accordingly. Each individual project took around one month, which was much faster than we expected."

Now, around 200 employees can access the intuitive business process interface to update, create or retrieve vital information.

Happier employees, better customer service

Tampereen Sähkölaitos now enjoys a seamless RPA platform that has dramatically reduced the time it takes to complete key tasks. While contract renewal used to take one hour, it now takes just minutes; as a result, the team responsible has reduced from four to two, freeing two employees to focus on more strategic priorities.

Onboarding new employees, which involves inputting the same information into multiple internal systems, used to take 15 minutes and now is completed within seconds. Moreover, the spreadsheet labour associated with budgeting for the distribution network has been cut by two thirds. Taken together, that meant that Tampereen Sähkölaitos achieved a return on its RPA investment within months, and is currently saving thousands of euros every month in time saved.

Just as important as the cost savings, is the impact the new RPA platform has had on employees, who are now freed from mundane, repetitive tasks. At the same time, the potential for human error has been eliminated, making data more accurate and avoiding costly mistakes.

"Happier employees are more productive employees who generate more value for the company and deliver better customer service," concludes Lindell. "Fujitsu has given us the RPA tools we need to automate essential but routine tasks, reducing costs, improving data quality and speeding up processes."

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