



CASE STUDY

Keval adds business productivity monitoring in drive to process automation

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The journey to streamlined operations differs from organization to organization. As teams within an organization embrace a corporate objective such as automation, their enthusiasm can yield disparate programs. Without central control of these initiatives, overall progress toward the goal can falter.

Looking to update its processes, Finland's largest pension provider, Keva, established an Automation Services unit to develop and support with various automation tools.

Business situation Rogue projects stall efficiency gains

Keva is working continuously to increase its efficiency compared to its peers. With its large transaction volumes, there is scope to gain significant benefits from improving automation.

Keva's positive attitude towards the modernization of processes and operating methods powers its goal to be the best partner for its customers and employees. Keva's Automation Services group needed more transparency to Microsoft Power Platform applications created across the company. In addition, ensuring compliance and replacing manual tasks with digital processes required streamlining. In order to understand business needs and overlaps and to firmly take hold of program and data governance to achieve its goals, Keva wanted to explore **Microsoft Power Platform** offerings to complement an IT ecosystem already strongly focused on Microsoft technology.

Solution Microsoft Power Platform naturally fits the need

Keva engaged with Avanade to lead the way to automation solution control and improved efficiency through existing and additional Microsoft technology.

In the early stage, we interviewed diverse stakeholders to understand operational and security requirements for automation at Keva, then created a strategy for Power Platform application development, testing, access rights, governance and monitoring, with support channels for each of the four environments. Avanade supplemented training of Keva employees with a best practices guide customized to Keva's workflows for user-friendly Power Platform development. We utilized a Microsoft Power Platform Center of Excellence toolkit as a base to deliver the project quickly and cost effectively.

After gaining better understanding and enterprise scale environments to Power Apps and Power Automate, Keva has more options that support its needs. A backlog of automation ideas received new attention, with time and cost estimates in focus as never before. Plus, Power Platform works well with **Microsoft Dynamics 365**, a critical system for Keva. Power Automate builds workflows into Dynamics 365 that support large data volumes.

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Results

Company strategy refocuses on process efficiency

Keva is constantly monitoring its progress with automation and rigorously selecting the appropriate tools to get the best results. As Power Platform gains more traction at Keva, Avanade is helping to mobilize the endless possibilities together with IT and business.

Personal productivity applications on Power Platform typically progress within a week from need identification to implementation. These generate alerts to initiate action, speeding staff collaboration and enabling employees to focus on core business responsibilities that increase financial returns to customers.

“We are really happy with the products and want to transition process automation to a self-service model as a new way for our employees to work. Business units can develop their own automation apps or define them for IT to execute.”

Heikki Paatela
IT Manager, Keva

Keva is encouraging employees to suggest automation concepts that may increase efficiency and effectiveness and the use of Power Platform tools.

“We need to increase the level of automation to deliver a better customer experience in the future, and Power Platform is an important tool in achieving this goal. As such, we want to gain experience now to be able to capitalize on it in the future,” Tommi Heinonen, CIO says. “Tech isn’t the driver of our journey. The key and the most difficult part is identifying the right processes. Once identified, Power Platform allows us to gain results quickly.”

About Keva

Keva is Finland’s largest pension provider, and it administers the pensions of local government, state, Evangelical Lutheran Church, Kela, Bank of Finland and new county well-being services employees. Keva aims to improve well-being at work, enhance the work ability of employees, increase productivity and decrease costs from incapacity to work by providing services to employers in the public sector.

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem, and the power behind the Accenture Microsoft Business Group.

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