



Connecting Identity.  
Transforming Digital Business.

# Customer Success Story: Finnish Government - a nationwide identity management solution



FINNISH  
GOVERNMENT



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GOVERNMENT

### — SOLUTION KEY STATS (2018)

- 444,000 user IDs
- 422,000 organisations
- 11+ million sign-in events
- 99% reduction in cost by moving to online service vs physical point of service
- 104 online government services

The Finnish Government needed an identity management system to enable the strong identification of individuals and organisations for online government services that scaled nationwide and supported online power of attorney. Ubisecure provided the solution.

### THE CHALLENGE

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The Finnish Government is deeply committed to developing an advanced Information Society. Their aim was to increase competitiveness and productivity, promote social and regional equality, and to improve citizens' well-being and quality of life through effective use of information and communications technologies.

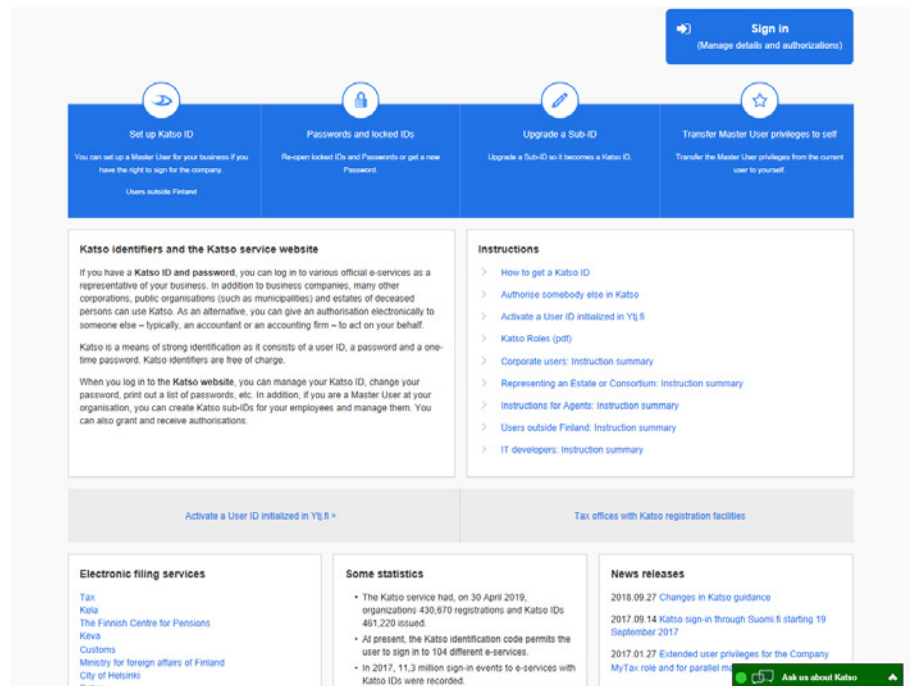
Part of the national initiative was to implement a standards-based identity management system to enable the strong identification of organisations in government e-services such as tax and pension administration, municipal transactions and customs and excise. Unlike similar initiatives around the world, this project required the system to support "authorising someone to act on your behalf". Such delegation of authority, or online power of attorney, needed to support both agents representing organisations (such as accountants), and agents representing estates (such as individuals representing deceased parties).

### THE SOLUTION

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The deployed identity management solution was built on the Ubisecure Identity Platform and managed by the Population Register Centre.

As a representative of an organisation, users would create an ID online, manage organisation data, manage sub-IDs and authorisations. Organisation representatives and their staff, or any other authorised third-party, could then log into over 100 government applications.

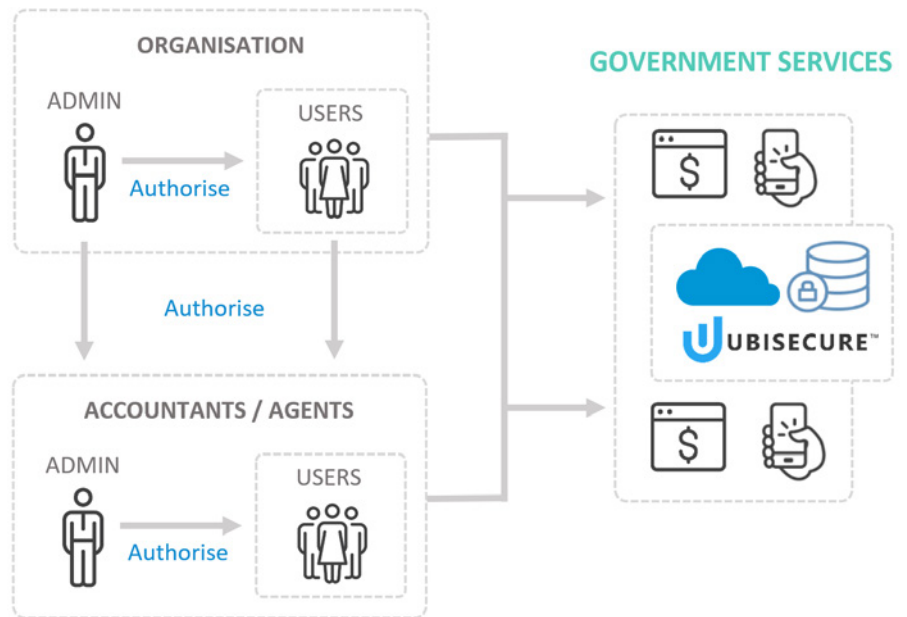


The system had an enormous user base, as all Finnish companies were required to have one of these IDs in order to use the online services provided by the Finnish government. Since initial deployment, the system has become one of the largest examples of digital identity management, authentication and attribute distribution solutions in the world. It became the de-facto identity management solution used by all Finnish organisations using Finnish online government services. To understand the scale of the system, the population of Finland is 5.5 million (Nov 2018) and had 275,006 registered limited companies and 209,954 registered sole traders (July 2018).

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## THE BENEFITS

The primary transformational driver for the identity management system was the reduction of visits people made to the government-operated physical point of service by moving the services online. It was estimated by the Board of Taxes that each point of service visit costs between 20 – 50 euros. The online service transaction cost was estimated to be 10 – 50 cents, meaning **99% reduction in cost** equating to hundreds of millions of euros potential savings. The identity management system was the enabling platform for the online services. It ensured strong authentication of organisations and their representatives. Without proper authentication, the services could not be made available online.



By digitalising government services:

- The number of physical service points decreased over time to only 50 in 2018
- The number of persons employed by the tax administration reduced 20% year on year after the launch of the initial identity system
- Visits to the online tax.fi service continued to increase year on year, for example in 2016 there was an increase of 7m from 2014

## CONCLUSION

The Finnish Government implemented a standards-based identity management, authorisation and authentication solution for government organisations. Through the solution, government organisations in Finland were able to reduce costs when conducting business with private sector organisations and individuals. Traditionally manual processes were streamlined and brought online, reducing significant excess personnel, support and branch office costs. The system was leveraged for a wide range of use cases by organisations in the private sector.

This was also a digitalisation success story. Using product components, the development of the whole infrastructure took only a few months from starting date to production date, resulting in over 444 000 organisations using the identity solution to deal with government institutions.

The Ubisecure Identity Platform can provide government organisations a tried and tested way to deploy identity management, authentication and authorisation infrastructure at the scale of a nationwide solution.

## About Ubisecure

Ubisecure is a Europe-based Identity & Access Management (IAM) specialist and offers a comprehensive identity management platform deployed as IDaaS (Identity-as-a-Service) or on-premises software. The company is also GLEIF-accredited to issue Legal Entity Identifiers (LEI) via its RapidLEI service and has quickly become the global #1 LEI Issuer both in terms of volume and data quality.

As well as managing risk against data breaches, Ubisecure enables Zero Trust to greatly improve the security and experience of how users authenticate, register, access, engage and use the organisation's application, whether it's a web, mobile or a legacy service.

Enterprises use the Identity Platform to quickly implement use cases like single sign-on (SSO), multi-factor authentication (MFA), access management, authorisation and consent policies, advanced identity relationship management, login-as-a-service, and KYC/onboarding.

The platform has native support for a wide range of digital identities to enable real time identity verification and proofing, including Bank IDs, EU eIDs, mobile IDs, enterprise and social identities. Additionally, the RapidLEI service helps banks and FIs to manage and issue large volumes of LEIs to improve organisation-based authentication, meet compliance regulations, and provide better KYC/onboarding experiences for clients.



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