

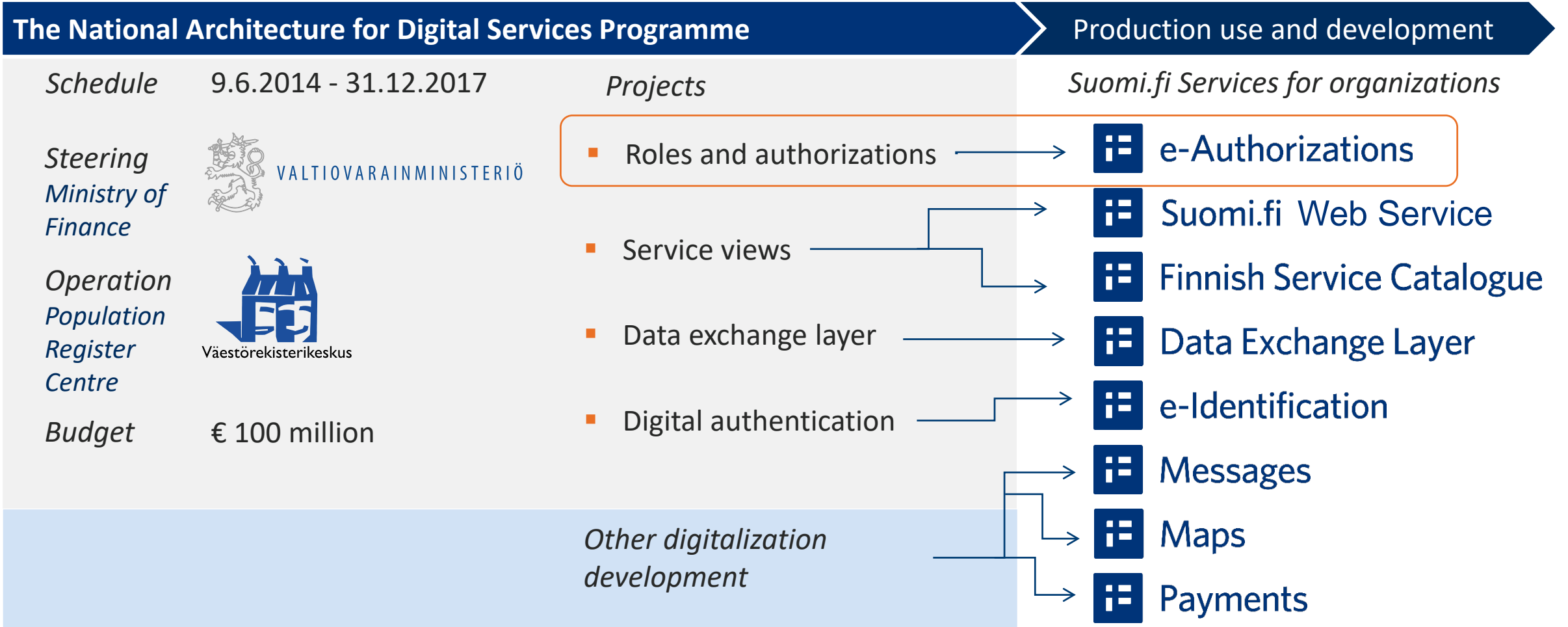


Suomi.fi-e-Authorizations

Enables users to manage digital mandates and act on behalf of another person or organization



Background: Programme that produced Suomi.fi Services



Producing and maintaining the services is a statutory task of Population Register Centre and other service producers.



Users and user groups Service ecosystems Public service providers Companies and communities

Service users



Web Service

SERVICE PLATFORM



Maps

e-Identification

e-Authorizations

Payments

Messages



Service Management



Finnish Service Catalogue

Data Exchange Layer



Service providers

Web services

Systems

Registers

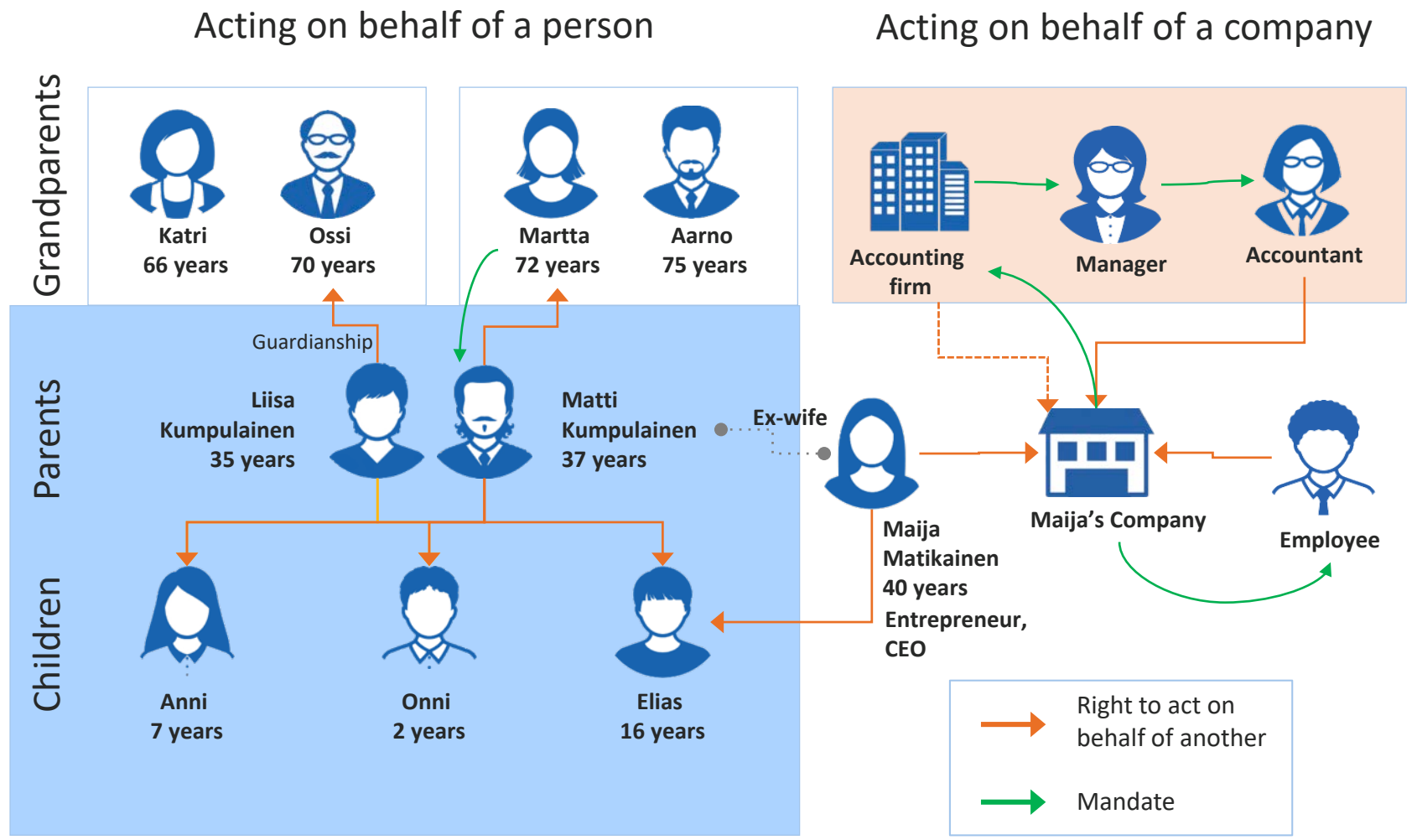
Authentication tools

Data center and operational services



Suomi.fi-e-Authorizations

Suomi.fi-e-Authorizations is a service for managing and reliably verifying a person's or organization's authorization, mandate or right to use digital services on behalf of another person or organization regardless of time or place.





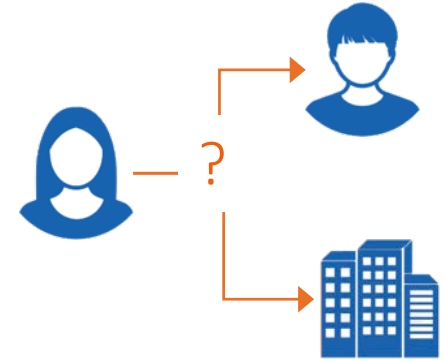
What Suomi.fi-e- Authorizations offers? 1/2

Examples:

- A parent can book a dentist appointment for their child.
- CEO, employee or an accountant of a accounting firm can make a seasonal tax return to the Tax Administration on behalf of the company.
- The basic registers are e.g. Population Information System and Trade Register.

Verifying the authorizations

- Custody information
- Procuration
- Guardianship information



e.g.

Has this person the right to act on behalf of my client?
Has this person the right to act on behalf of my client's company?

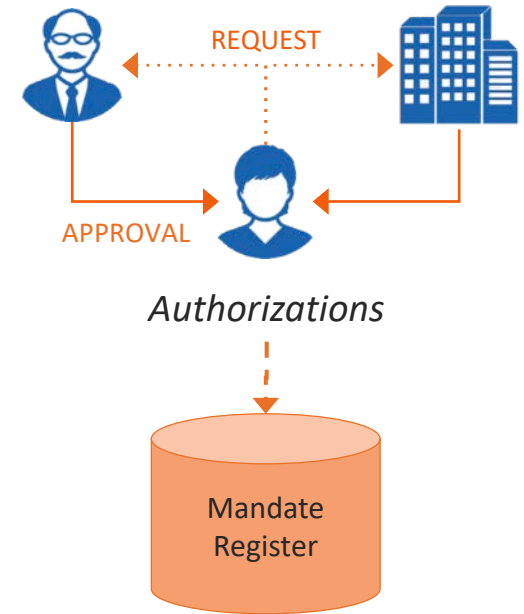


What Suomi.fi-e-Authorizations offers? 2/2

- The digital mandates are saved in the Mandate Register, where the verification of the authorizations is done
- The validity of the mandate is verified on-line from the Mandate Register and base registers every time the mandate is used
- Enables making authorizations within the organization (e.g. the CEO can authorize the CFO or an employee or even an accounting firm).

Suomi.fi-e-Authorizations – Mandate Register:

- We do the verification for you
- No more management of the authorizations
- Easy to authorize within the organization
- The principal can authorize the delegate to act on one's behalf



Mandate Register

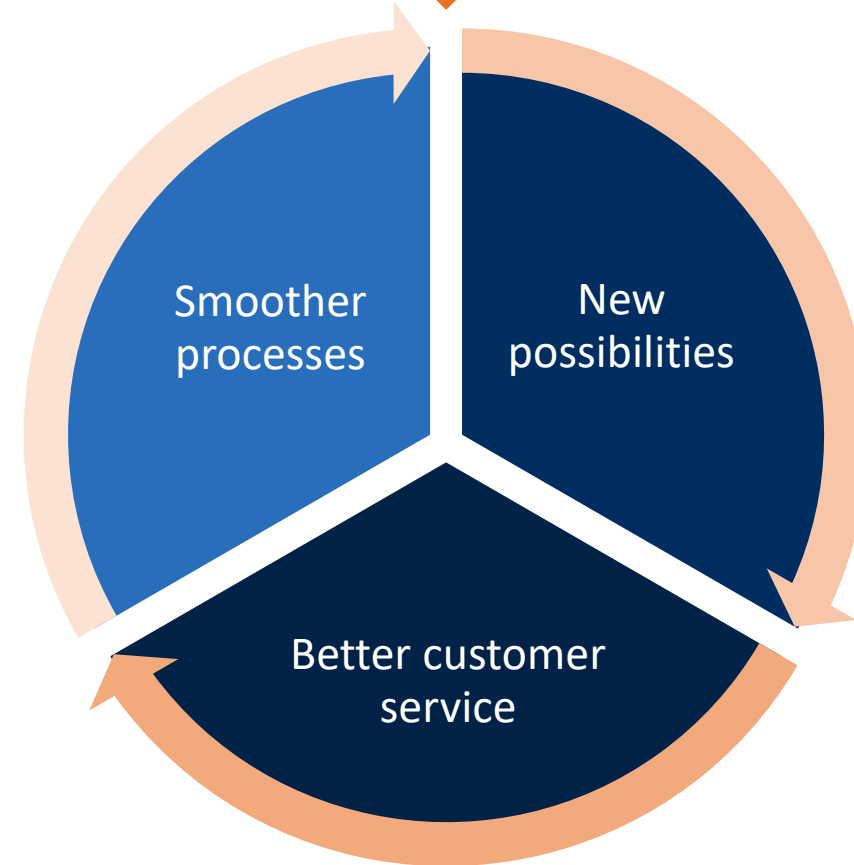
1. A citizen or a company can create and save authorizations in digital form
2. e-mandates can be checked digitally



Benefits of Suomi.fi- e-Authorizations: Organizations

- Significant cost savings for all public and private organizations
- Cost **savings** estimated for organizations in Finland are **6-10 € per single transaction**, compared to paper based acting on behalf of citizens or organizations.
- Smooth self-service 24/7
- Reliability
- Smaller risks for misdemeanor

Savings, good user experience, better service, rapid deployment





Benefits of Suomi.fi- e-Authorizations: Citizens

- Not need to see a public servant in person to act on behalf of someone else
- Flexibility
- Ease of use
- Time savings
- Secure

- Substantial **time and cost savings** for citizens when no need for writing and managing paper mandates
- No need to physically visit customer service points

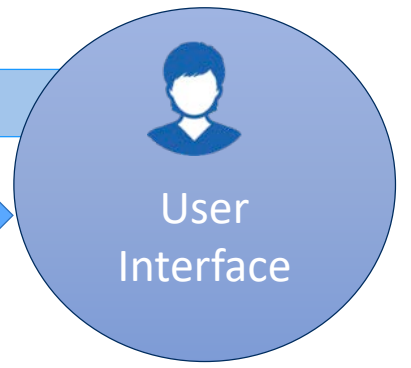
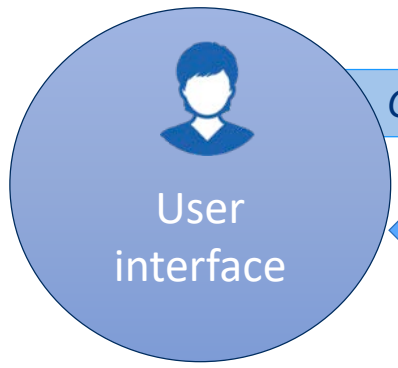
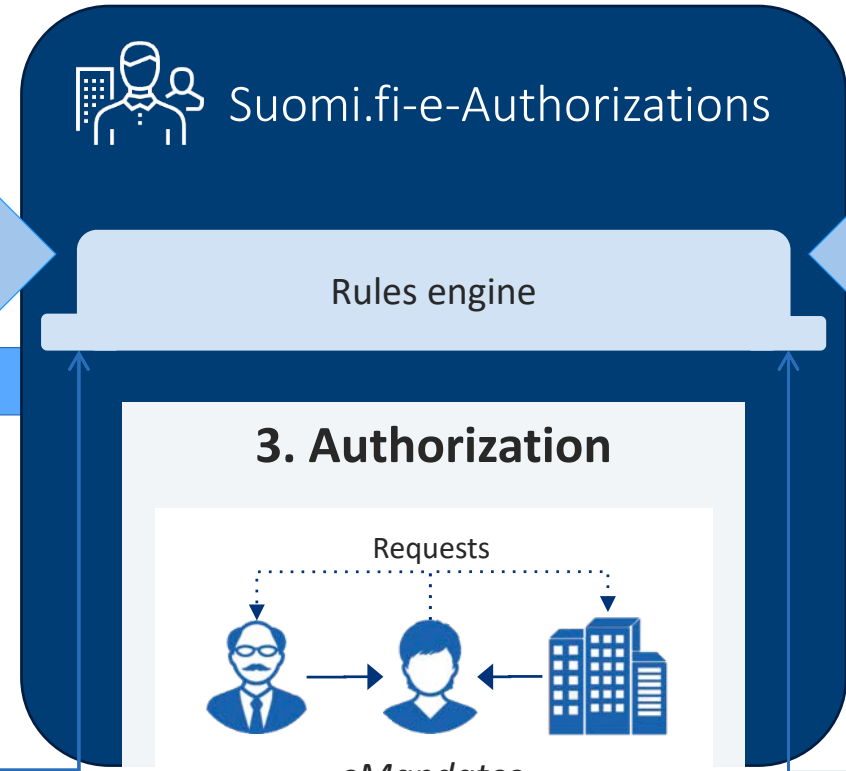




Suomi.fi-e-Authorizations: How does it work?

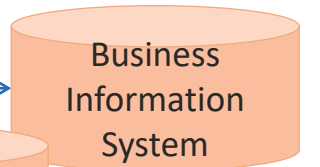
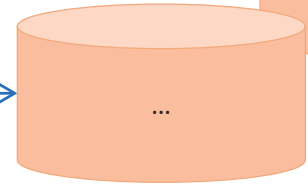
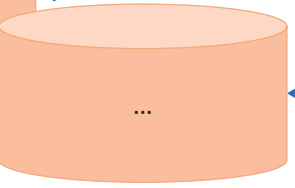
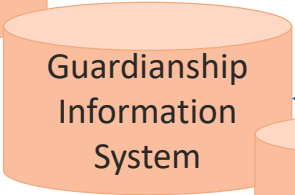
1. Acting of behalf of a person

2. Acting on behalf of an organization



Checking request
Response

Checking Request
Response





Suomi.fi-e-Authorizations: Digital Mandates

Suomi.fi Search in Suomi.fi EN Jani Ruuskanen LOG OUT MENU

Home Information and services Messages e-Authorizations Registers Instructions and support

Home > e-Authorizations > Granted mandates

e-Authorizations

Act on behalf of a company

Jani Ruuskanen

Grant a mandate Request a mandate

GRANTED MANDATES

RECEIVED MANDATES
MANDATE REQUESTS
EXPIRED MANDATES

Granted mandates

INSTRUCTIONS

The list shows all the persons and companies to whom you have granted a mandate. Click the name of the assignee to view the mandates in more detail.

Total number of assignees 0 Total number of mandates 0

Search from mandates Mandate types List order

Enter a search term All 0 Newest first

| Assignee | Business ID | e-Authorizations |
|---|-------------|------------------|
| You have not granted any mandates. See instructions for more information on how to grant a mandate. | | |

Advice on using Suomi.fi
Public Service Info helps you to use the Suomi.fi services. [Information on Public Service Info](#)
Call: 0295 000
[Request support or give feedback on Suomi.fi](#)
[Send e-mail to Public Service Info](#)

Business advice
The Enterprise Finland Telephone Service provides assistance for new and well-established businesses. [Information on Enterprise Finland Telephone Service](#)
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EU GO Part of the EU GO network

Suomi.fi Search in Suomi.fi EN Jani Ruuskanen LOG OUT MENU

Home Information and services Messages e-Authorizations Registers Instructions and support

Home > e-Authorizations > Grant a mandate

e-Authorizations

Act on behalf of a company

Jani Ruuskanen

Steps

- Parties
- Mandate themes
- Validity
- Check for problems
- Summary and validation

Step 1/4

INSTRUCTIONS

Parties

Determine the persons or companies to whom you grant the right to act on your behalf. You can grant a mandate to several persons or companies at the same time.

Assignor
Jani Ruuskanen, 040674-0814

Add the assignees

Add a person or Add a company

Abort Next

Advice on using Suomi.fi
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Suomi.fi-e-Authorizations: Digital Mandates

The screenshot shows the 'Validity' step (Step 3/4) of the 'Grant a mandate' process. The user is logged in as Jani Ruuskanen. The steps are: 1. Parties, 2. Mandate themes, 3. Validity (current), 4. Check for problems, 5. Summary and validation. The 'Validity' section asks to define the period of validity. It includes a 'Select the start and end date' section with a start date of 06.11.2019 and an end date of 05.11.2024 (5 years). There are 'Abort', 'Previous', and 'Next' buttons. Below the form, there are sections for 'Advice on using Suomi.fi' and 'Business advice'.

The screenshot shows the 'Mandate themes' step (Step 2/4) of the 'Grant a mandate' process. The user is logged in as Jani Ruuskanen. The steps are: 1. Parties, 2. Mandate themes (current), 3. Validity, 4. Check for problems, 5. Summary and validation. The 'Mandate themes' section asks to select the matters (mandate subjects) in which the assignee can act on your behalf. It includes a search bar with 'ph' entered, showing 70 mandates, 0 selected. There is a 'Select all 70' button. Below the search bar, there is a list of mandate themes, including 'Use of pharmacy services' with a list of actions: pick up medication from the pharmacy on behalf of the assignor, request that the assignor's prescription is renewed by the pharmacy, request the pharmacy to check the benefit data related to the assignor's prescriptions and medicines and to give information on them to the assignee, and give their consent for the invalidation of the assignor's prescription at the pharmacy. There is also an option to 'Enable an authorisation specifier'. There are 'Abort', 'Previous', and 'Next' buttons. Below the form, there are sections for 'Advice on using Suomi.fi' and 'Business advice'.



Suomi.fi-e- Authorizations: Costs

- It is free!
 - Fully open source
- **Free** to use for all private and third sector organizations.
 - Mandatory by law to use by all public sector organizations in Finland for authorizations.
 - Costs of deployment each customer pays for itself:
 - Technical integration
 - User interface specific guidance
 - Management of the deployment project
 - **Fully open source** (<https://github.com/vrk-kpa>)



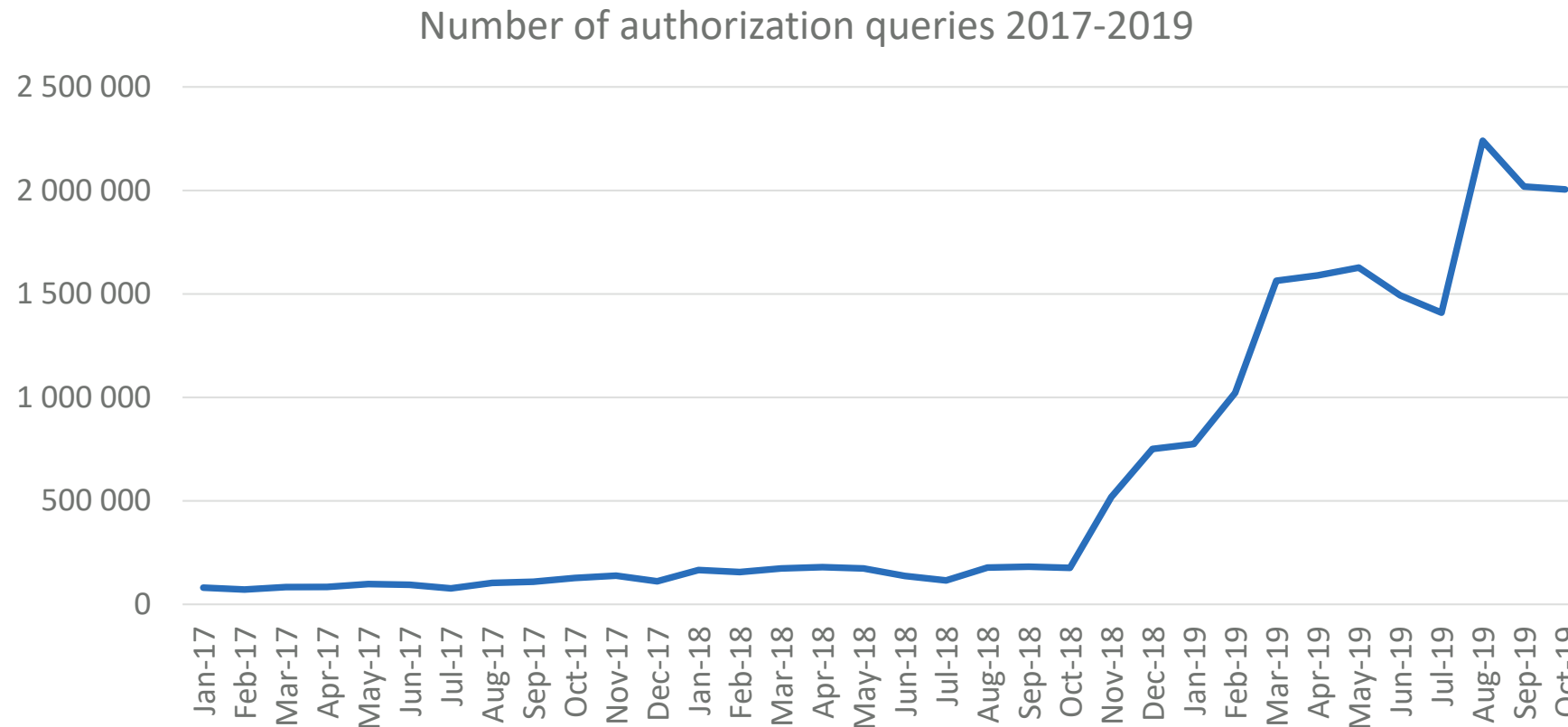
Suomi.fi-e- Authorizations: Extent of use

- More than 80 organizations are currently using
 - 2 million authorization queries per month
 - Nearly 4 million digital mandates created
 - Growth continues strong
- In use in **more than 80** different digital services in Finland.
 - Over **2 million** authorization **queries** per month.
 - Nearly **4 million digital mandates** created by the **citizens** in the Suomi.fi-national portal.
 - Amounts are estimated to grow exponentially by the end of year 2019 and in 2020.
 - Full list of services using e-authorizations: <https://www.suomi.fi/instructions-and-support/information-on-eauthorizations/services-using-suomifi-eauthorizations>



Suomi.fi-e-Authorizations: Extent of use - authorization queries

- In October 2019 about 2 million authorization queries were made.
- Growth has continued strongly; the current number of authorization queries is expected to grow towards the end of 2019 and especially during 2020.

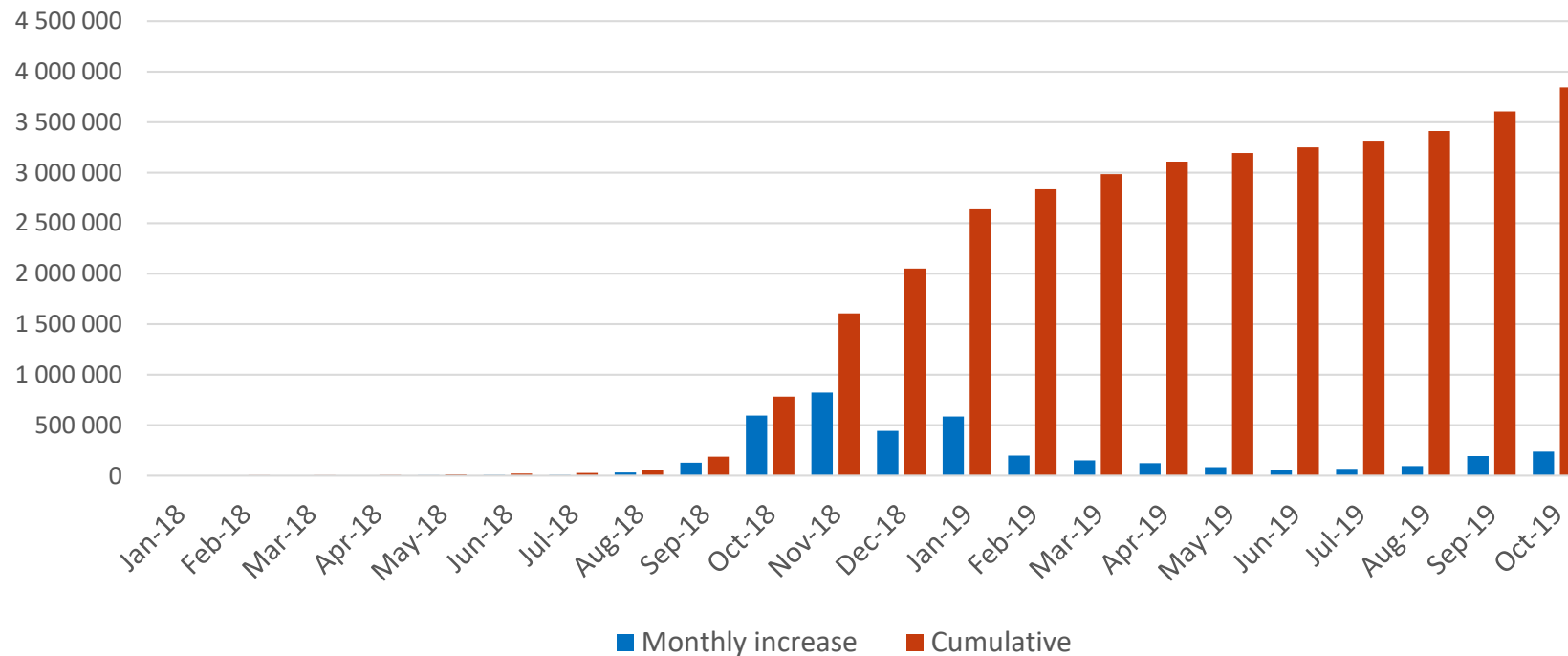




Suomi.fi-e-Authorizations: Extent of use – digital mandates

- By the end of October 2019, more than 3,8 million active e-mandates exist in the Mandate Register.
- The number of mandates is expected to grow strongly towards the end of 2019 and especially during 2020.

Number of e-mandates stored in the Mandate Register





Suomi.fi-e- Authorizations: Next steps

- The private sector is increasingly starting to use the service
 - Focus on citizens who are currently not able to use the digital services and are outside of digital authorization
- Upcoming features:
 - Registry based acting on behalf of associations (Q1/2020)
 - User interface for service providers to create mandates on behalf of clients (Q1/2020)
 - Elderly citizens who do not even have an eID.
 - Estates.
 - Public sector organizations.
 - Authorization (e-mandates) available for foreign companies and foreign citizens (integration to a new eID-service for users outside Europe)
 - Cross-border authorizations (2020-2021).
 - Pilot in <https://github.com/everis-rpam> EU-wide mandate model.



Suomi.fi-e- Authorizations: more info

- <https://www.suomi.fi/frontpage>
- <https://www.suomi.fi/instructions-and-support/information-on-eauthorizations>
- <https://joinup.ec.europa.eu/solution/suomifi-e-authorizations/about>
- Contacts: Suomifi@suomi.fi

The screenshot displays the Suomi.fi website interface. The top navigation bar includes 'Home', 'Information and services', 'Messages', 'e-Authorizations', 'Registers', and 'Instructions and support'. The main content area is titled 'Information on e-Authorizations' and is divided into several sections. The 'INFORMATION ON E-AUTHORIZATIONS' section is highlighted in blue. It contains a list of links for various actions, such as 'Acting on behalf of another person' and 'Request a mandate for transactions as a person'. Below this, there is a 'Glossary of e-Authorizations' and a 'Frequently asked questions on e-Authorizations' section. The footer of the page includes the Suomi.fi logo, contact information for Public Service Info, and logos for EUGO and the Finnish Government.

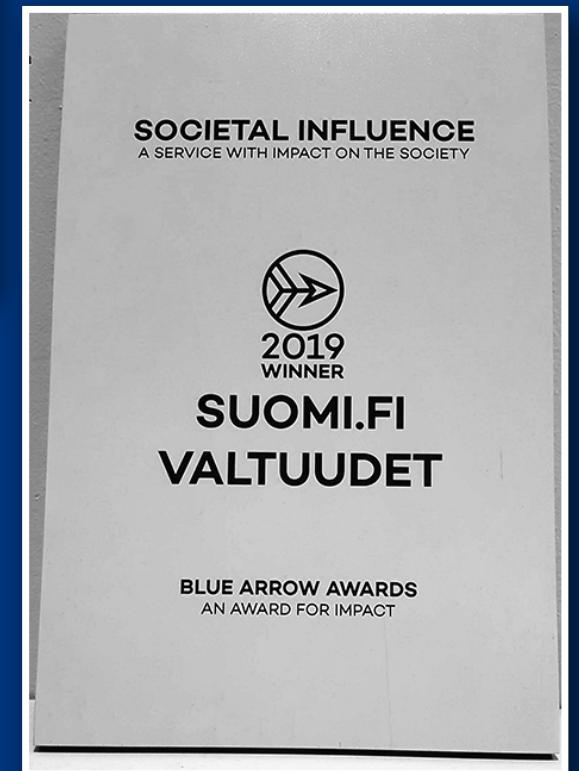


Awards

- **Certificate of excellence (European level):** European Union, Sharing and Reuse Awards 2019, Shared IT services (commonly developed or shared) with the biggest impact on citizens or businesses.
- **Winner (national level, Finland):** Blue Arrow Awards 2019, Societal Influence category, a service with impact on the society.



<https://joinup.ec.europa.eu/collection/sharing-and-reuse-it-solutions/sharing-reuse-awards-2019-results#shared-impact>
(In English)



<https://bluearrowawards.com/blog/blue-arrow-awards-2019-results/> (in Finnish)