



The Housing Finance and
Development Center of Finland
(ARA)
Lahti, Finland
www.ara.fi

Industry:

Public Sector

Employees:

60

**Oracle Products &
Services:**

Oracle Database
Oracle Application Server
Oracle Integration and Enterprise
Service Bus

Oracle Partner:

CSolutor
www.csolutor.fi

“Thanks to systems integration implemented with Oracle Integration and Enterprise Service Bus, we were able to create an active e-form for use in our Web-based customer services.” – Olavi Hyttinen, Chief Information Officer, The Housing Finance and Development Center of Finland (ARA)

The Housing Finance and Development Center of Finland Introduces Web-Based Customer Services

The Housing Finance and Development Center of Finland (ARA) is a governmental agency of the Republic of Finland, operating under the supervision of the ministry of the environment. ARA is responsible for the implementation of social housing policy, with the main task of financing state subsidized rental housing production. It is also obligated to provide grants for housing repairs and supervise the granting of state guarantees on loans for owner occupied housing.

Challenges

- Provide Web-based customer services via the Finnish public sector’s Suomi.fi portal, which provides information and public services necessary for Finnish residents
- Transition the repair grant application form, which was printed by the customer and then manually stored by ARA staff, into an active e-form
- Ensure seamless integration with existing systems and applications, with minimal disruption to business processes
- Save time by automating information capture and eliminating paper forms

Solution

- Implemented systems integration with the ready-made Oracle Integration and Enterprise Service Bus, which ARA uses to transfer data between the various processes and systems
- Started providing Web-based customer services by introducing the electronic repair grant application form, an electronic municipal housing market report, and an electronic annual governance report
- Enhanced operations significantly with automation of grant information capture and elimination of three grant application paper forms
- Improved and accelerated customer service by 30% with automated forms
- Increased the integrity of customer data by reducing the incidence of errors attributed to manual data entry
- Achieved a significant reduction in the need to verify customer data after the submission of forms
- Worked with Oracle Partner CSolutor in implementing systems integration solutions