



# **Development of business services in Suomi.fi Messages and e-Authorizations**



MINISTRY  
OF FINANCE



## WHAT? ? Developing the Suomi.fi Messages and e-Authorizations services to meet the needs of business users

Some of the measures in the Programme for the Promotion of Digitalisation focused on the development of digital services for companies and corporations. The support offered for electronic services in Suomi.fi is also available to companies and corporations.

With funding from the digitalisation programme, the Digital and Data Population Services Agency has developed the functionality of the Suomi.fi e-Authorizations and Messages

services. Development has focused on new functionalities for services addressing companies and corporations to enable the provision of new digital services, as well as facilitate and develop the use of existing services. Among other things, the new functionalities enable public administration services to assign messages related to individual service instances to the appropriate coordinators of companies and corporations based on roles.



## HOW? Smoother services and new functionalities

In the e-Authorizations service, user roles were defined jointly with customer organisations, and features facilitating the mass processing of authorisations were implemented. Roles make it easier to handle matters on behalf of companies and corporations, as users can better see their own and other people's authorisations as well as the authorisations of the parties they represent. The user interface and new functionalities developed for the mass processing of authorisations made the processing of large volumes of authorisations smoother. These functions have been requested especially by accounting firms handling multiple customers.

In other areas of development, the Tax Administration's deemed partnership register was linked as a background register to e-Authorizations, and the use of the Estonian and Swedish trade registers began. The centralised visibility of authorisations and

rights of authorisation also made it easier for organisations to manage their authorisations.

In the Messages service, the introduction of roles had the greatest impact, enabling companies and corporations to control who can see the incoming messages. Before roles were introduced, it was more difficult to direct messages to the appropriate parties.

The possibility to use a programmatic REST interface was also developed for messages. The new interface simplifies message transfer between systems and makes it easier for organisations to introduce Suomi.fi messages. The new concept for company messages streamlines the operating model used to implement the Messages service in organisational systems.

### Areas of development in the Messages and e-Authorizations services

- Selection of role for users logged in to the e-Authorizations service
- Inclusion of the deemed partnership register as a background register for the e-Authorizations service
- Addition of mass processing functionalities in the e-Authorizations service
- Centralised visibility of authorisations and rights of authorisation
- Increased use of the Estonian and Swedish trade registers in the e-Authorization service
- Roles in the Messages service
- Development of the service interface of customer organisations in the Messages service
- Concept of company messages



## **FOR WHOM?** Public administration organisations providing digital services to companies and corporations

The more advanced Messages and e-Authorizations services enable the further development of digital services provided to the target customer group, paving the way for smoother digital services for companies and corporations.

While development efforts primarily addressed the needs of companies and corporations, they will also benefit individual citizens as they make services increasingly diverse and easier to use.

For example, the new message interface reduces the need for users to transfer between services, as organisations can directly use Suomi.fi messages. Moreover, the secure Suomi.fi messages will replace print mail in the Tax Administration, for example.



## **BENEFITS?** Smoother and more independent operations

Service development adds new useful features and streamlines operations. The use and independent administration of authorisations saves time and enables more comprehensive digital operations. Extending the use of authorisations to companies in neighbouring countries makes for smoother international trade and business.

Wider message use and interface development reduce the need for print letters and make Suomi.fi messages available to a wider range of users. The role-based operations enabled by authorisations streamline message transfer in organisations and contribute to the phasing out of print mail.

### **Benefits to companies and corporations**

- Clear roles and authorisations
- More independent management of authorisations
- Easier digital operations and phasing out of paper
- Easier use of Suomi.fi messages



## **RESULTS?** Developing the Messages and e-Authorizations services promotes the development of digital services

The development of the Messages and e-Authorizations services has expanded and facilitated their use. For example, accounting firms have begun to actively use the mass processing of authorisations after the streamlining of administration and development of functionalities. Likewise, deemed partnerships have found it easier to manage their authorisations after their registers were linked to the e-Authorizations service.

Changes to the Messages service have helped target messages in organisations and enabled Suomi.fi messages to be more widely used to replace paper in communication. The development of the REST interface also expanded the use of the Messages service and made it available to an increasing number of organisations.

### **Results of the development of the Messages and e-Authorizations services**

- Enables the use of roles in services provided by organisations
- Facilitates the use of mass authorisations
- Facilitates the management of authorisations
- Expands the use of Suomi.fi messages
- Helps target digital messages within organisations
- The results of development also benefit services for citizens