Mela’s new accident compensation system speeds up processing times

“We were able to put the new accident compensation system into use immediately. Even though we’re still learning how to use the new system, we can already see that it will shorten processing times. For our customers, this will provide concrete benefits in the form of faster decisions and compensations,” says IT Manager Arja Raatikainen from the Farmers’ Social Insurance Institution Mela.

The accident compensation system is Mela’s core system, used to process accident compensation claims. Tieto rebuilt the system using modern Java technology since the old system had reached the end of its life cycle. The modernisation of the accident compensation system is a part of a comprehensive upgrading of Mela’s old mainframe system.

The project was carried out collaboratively between IT services and the business unit. The new accident compensation system makes claims handlers’ daily work easier. Before, the compensation process was heavily steered by the system, which did not allow for any flexibility. In the new system however, the process can be adapted flexibly to the needs of the claims handler. In addition to this, the system incorporates stages that were previously only done manually.

“The new system has been very well-liked. I’ve heard several passing comments on how wonderful and easy-to-use it is,” Raatikainen says.

Success through cooperation

However, the good end-result was not achieved easily, as the project faced delays and personnel changes. Despite these challenges, Mela and Tieto decided to finish the project together, since this was the best solution for both of them.

“As a reliable partner, Tieto wanted to take responsibility for the commitments agreed upon. We are proud of the results of our cooperation. The modernised compensation system enhances Mela’s operations, provides better support for customer services and, thanks to easy maintainability, reduces the system’s life cycle costs,” says Tieto’s Customer Executive Ari Pylkkö.

“All’s well, that ends well. After such a demanding project, it is a relief to be able to look at the results. Implementation has proceeded smoothly due to the fact that Mela’s units were well-trained beforehand. The system has provided good results from the get-go,” summarises Raatikainen.

For the accident compensation system, the next development stages will focus on adding electronic services. However, before that, the amendment of the Employment Accidents Insurance Act in 2016 will require some changes to be made to Mela’s core system.

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- Arja Raatikainen

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MELA
The Farmers’ Social Insurance Institution Mela handles the social security of Finnish farmers, and that of those receiving a grant or a scholarship from Finland in different life situations. Mela’s 45 representatives around Finland and 160 employees at the main office in Espoo serve some 210,000 customers.

CHALLENGE
Mela’s accident compensation system was based on old DL1 database technology, which had reached the end of its life cycle. As a result, the next change in the operating system might have made the entire system inoperable. What’s more, using the old system required a great deal of manual work, in addition to which operations were heavily steered by the system, which did not allow any flexibility in handling compensation claims.

SOLUTION
Tieto rebuilt the accident compensation system using modern Java technology. The new system involves fewer manual steps, but its process can be flexibly adapted to the needs of the claims handler.

BENEFITS
Mela now has a functional basic system for processing accident compensation claims. The easy-to-use system has enhanced operations and customer services, and shortened claims processing times. The system’s easy maintainability will also reduce its life cycle costs.

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