

Valtori strategy 2022–2024



Mission

We offer secure
and compatible
ICT services
to the central government



Vision

We are an ICT partner
that enables
customers
to succeed

Choices in our services

We focus on services that produce added value.

WE ARE ESPECIALLY FOCUSING ON:

- Security services
- Communications technology that meets the needs of future work (e.g. voice, email, web conference, instant message and video conference services)
- The ICT concept of the renewal project for central government's premises

WE ARE REFORMING

- Modernising labour-intensive services (e.g. regional services, access rights and identity management, procurement of small goods)
- Clarifying our role in producing Tori operation services and in supporting cloud transformation

WE ARE STILL FOCUSING ON

- Customer support
- Telecommunication services
- Terminal and remote connection services
- Integration and messaging services
- Tuve operation services

WE ARE REDUCING THE ROLE OF VALTORI IN

- Services in which we are an intermediary without a high return on added value (e.g. publishing platforms, case management systems, service management system)
- Selected expert services (e.g. testing services, project and architecture services)

Changes in the operating environment

- Changing customer needs
- Change in working methods
- Competition for IT experts
- Public debt
- Security threats
- Technology development

Strategic priorities



Satisfied customer

VISION



We are an ICT partner that enables customers to succeed

Meaningful work

Excellent performance

Cost-effective operation

- Priorities and the development of our services in the right direction are confirmed with customers.
- Our services are developed on the basis of customer insight.
- Operating models and roles promote customer-oriented operation throughout the organisation.

- Reporting and forecasts help customers plan their finances.
- Confirming the appropriateness of pricing logic and invoicing criteria and the correctness of invoicing data.
- Systems and automation support invoicing.

- Customer self-service is streamlined through a digital channel.
- Data and analytics support decision-making and development related to customer experience.
- Customer communications are targeted more closely.



- Management and supervisors communicate consistently on the choices made and the future direction.
- The measurable aims are derived from the strategy to each Valtori employee.

- Responsibilities and roles are clarified throughout the organisation.
- Experts have more opportunities to influence and make decisions.

- Operating models are developed to be agile and appropriate.
- Practices are reformed to meet the needs of location-independent work.
- The operating culture is strengthened to better support cooperation.

Focus on selected matters

Clear responsibilities and genuine opportunities to influence

Common practices that streamline daily life



Aiming for
MEANINGFUL WORK

- The functionality of the services is developed proactively.
- Customer service quality is maintained and support requests are processed faster.

- Continuity of services is ensured.
- Service compliance is verified.
- Security threat detection and response capacity is improved.

- Projects are completed faster.
- Customer and service development projects ensure active customer participation.
- Project activity models and tools are optimised.

Improving quality
and continuity

Secure
services

Efficient projects



Aiming for
**EXCELLENT
PERFORMANCE**

- Cost efficiency objectives and measuring are ensured throughout the organisation.
- Indirect costs are reduced.
- The range of services is optimised.
- Ways of providing services are made more efficient and lifetime costs are actively managed.

Lower unit costs

- Data and tools are appropriate.
- Appropriate use of data is ensured.

High-quality and transparent data



Aiming for
**COST-
EFFECTIVE
OPERATION**

Strategy staging and priorities



VISION: We are an ICT partner that enables customers to succeed

2024

Continuous improvement of services – proactive operating culture
(customer-oriented range of services, management by data, anticipation)

2023

Customer-oriented operations throughout the organisation
(customer-oriented development, digital services, data and analytics)

2022

Meeting customers' base expectations – a new level of implementation capacity
(customer insight, projects, invoicing, reliability, operating methods)

2021

Clarification of structures
(strategy, objectives, indicators, action plans, responsibilities & roles)

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