FUJITSU

Saue Municipality

Saue Streamlines Finance with Fujitsu

To modernize its financial operations and enable automation, Saue Municipality partnered with Fujitsu to implement Microsoft Dynamics 365 Business Central, a scalable, cloud-based ERP solution. For the future, Saue has set a benchmark for digital transformation in the public sector.

Challenge

Saue needed a modern, integrated financial system to replace outdated software and support automation across municipal services.

Solution

Fujitsu implemented Microsoft Dynamics 365 Business Central, integrating it with key municipal systems to streamline financial operations.

Outcomes

- Automated data exchange reduced manual work
- Centralized accounting improved efficiency
- Scalable system supports future growth.

"Integration between systems has saved the most working hours."

Indrek Eensaar, Head of Development, Saue Municipality

A new municipality, a new digital vision

When four municipalities merged in 2017 to form Saue Municipality, Estonia's newest local government faced a unique opportunity—and a pressing need. Though the merger brought administrative efficiencies, it also exposed the limitations of the legacy accounting software, PMen, which all four had previously used. *"We concluded that the existing technology platform was outdated and did not align with modern software development trends," said Mart Martinson, Chief Financial Officer. "It was developed by a small company, and there was no sign of technological advancement—this posed a risk for us."*

The newly unified municipality needed more than just a replacement system. It required a modern, cloud-based financial management platform that could support automation, reduce manual work, and integrate with other critical municipal systems. The goal was to create a digital backbone that would not only streamline financial operations but also enable scalable, citizen-focused services. After evaluating several options, Saue launched a public procurement process with a clear set of expectations: centralized management, machine-to-machine interfaces, and a future-ready architecture.

Collaborating for a smarter, integrated future

Fujitsu's ERP team responded to the call with a proposal to implement Microsoft Dynamics 365 Business Central—an enterprise-grade solution that, at first glance, seemed out of reach for a mid-sized municipality. "Initially, we didn't think Business Central would qualify, as its pricing seemed beyond our budget," Martinson admitted. *"We were pleasantly surprised when it was submitted in the tender and ultimately selected. Seeing its capabilities now, we're very satisfied."*

The implementation began in early 2021 and unfolded over 18 months, during which Fujitsu worked closely with Saue's finance and development teams to tailor the system to their needs. Business Central was integrated with key municipal platforms such as Spoku (for managing social support applications) and Arno (for education-related processes). These integrations enabled two-way automated data exchange, eliminating the need for manual uploads and significantly reducing administrative overhead.

"Integration between systems has saved the most working hours," said Indrek Eensaar, Head of Development. *"Previously, data had to be manually collected from various sources and uploaded into the accounting system. Now, Spoku and Arno automatically gather data from sources like the population register and EHIS, enabling automated decisions."*

Fujitsu also provided comprehensive support and training, including walkthrough-style sessions using Saue's own data—an approach that proved far more effective than theoretical training alone. A dedicated guidance platform was created to support municipalities using Business Central, offering documentation, updates, and sector-specific resources.

Industry:
Public Sector / Local Government

Website:
www.sauevald.ee

People:
Approx. 200

Location:
Saue, Estonia

About the customer

Saue Municipality is a forward-thinking local government in Estonia, serving a growing population with a strong focus on digital transformation and service efficiency.

18 **months for implementation and enhancement**

7 **Business Central users**

2 **core systems integrated**

Efficiency, transparency, and room to grow

Today, Saue Municipality operates with a centralized accounting model that supports both the municipality and its sub-agencies. Seven users access Business Central, six of whom use it daily. The most frequently used modules include sales and purchasing, cash and bank management, and fixed assets. Automation has become a cornerstone of daily operations, enabling the municipality to handle a growing volume of transactions without increasing staff.

"One of the advantages I see in accounting is the ability to transfer prepayments to the general ledger with a single click," said Chief Accountant Reet Sandvik. *"Previously, this had to be done manually."*

The benefits extend beyond efficiency. Automation has improved transparency in financial processes, particularly in tracking incoming payments and outstanding debts. Reference numbers are now assigned per service, allowing for precise identification of payments. For example, the advertising tax system now automatically issues certificates confirming the absence of tax debt—something that previously required manual verification.

"Our entire system for allocating and disbursing support uses the logic of e-invoicing," Eensaar explained. "This makes it easy to track exactly who received support, how much, and for what purpose—as well as who owes what."

The system is also highly scalable. Even if the population were to double, Saue could maintain its current service levels without expanding its finance team. Looking ahead, the municipality continues to refine and expand its use of Business Central. The fixed assets module is being enhanced with new reporting capabilities, and usability improvements are being introduced with each version update.

"Initially, we deliberately kept extra confirmation steps where decisions or checks were needed—we couldn't fully trust automation," Martinson reflected. *"Now, with more experience, we can automate more confidently."*

As the first municipality in Estonia to implement Business Central, Saue has set a benchmark for digital transformation in the public sector. With Fujitsu's support, it has not only modernized its financial operations but also laid the groundwork for smarter, more connected public services.

Fujitsu

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