FUJITSU



Södertälje Municipal Group

Building a highway for data-driven services

Södertälje municipal group, comprising Södertälje municipality and municipally owned companies such as Telge, is addressing the need to deliver more services with fewer resources. With Fujitsu, it is transforming public services through AI and BI.

Challenge

Södertälje faces growing demand for public services amid demographic pressure, skills shortages, and varying data maturity across its 7,000 employees, making transformation essential.

Solution

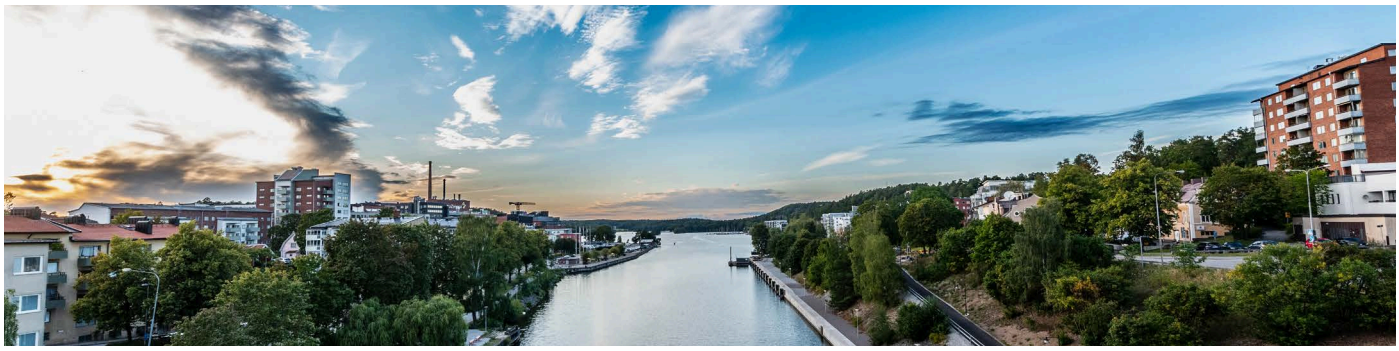
Fujitsu partnered with Södertälje to implement a strategic AI and BI Program, building a common data platform and a cross-functional "solution factory" to develop and deploy data-driven applications..

Outcomes

- Better decision-making through data-driven governance
- Replaced fragmented systems with standardized data platforms
- Increased AI awareness and empowered employees for digital transformation

"With AI and BI, we in the IT department are building a highway for Södertälje's employees, enabling them to drive their own solutions."

Frida Larsdotter Svärd, Program Manager for the AI and BI Program, Telge



24/7

Support for healthcare stuff

Doing more with less in a changing world

Sweden's public sector faces a profound nationwide challenge: meeting growing demand for welfare services with increasingly limited resources. This pressure is driven by demographic change, recruitment difficulties, and budget constraints across municipalities. Södertälje municipality and its municipally owned companies, including Telge, operate in this demanding environment, where improving efficiency is critical. As Frida Larsdotter Svärd, Program Manager for the AI and BI Program at Telge, states, "AI and BI are extremely important technologies to help us meet this challenge."

Prior to starting the AI and BI Program, Södertälje municipality observed varying levels of data management maturity across its organization, with artificial intelligence (AI) adoption being particularly low. Many departments struggled with increasing demand for services amid shrinking staff numbers, requiring innovative ways to maintain or improve service delivery. Other areas faced environmental or infrastructure-related complexities within the city, needing data-driven solutions for sustainable development. A common challenge was the administrative burden, with high process volumes requiring significant manual effort, leading to inefficiencies and long waiting times. There was a clear need to leverage technology to overcome these challenges and enhance public services. " One of the biggest challenges is treating data as a strategic asset and unlocking its potential to drive efficiency and innovation.", comments Frida Larsdotter Svärd.

Södertälje's decision to partner with Fujitsu grew out of previous collaborations and a clear alignment of strategic goals. Fujitsu's agile approach, consulting capabilities, and unique Japanese heritage resonated with Södertälje municipality. Fujitsu shaped a vision for a collaborative and transformative future, taking the initiative to co-create solutions rather than merely responding to predefined requirements for the transformation journey. "Fujitsu understood our vision, needs, and delivered tangible results. Their agile approach and expertise are vital for our AI journey."

Transforming services with AI and BI

After initial workshops and pilot projects, the major feature of the AI and BI project was its cross-functional agile development team. This mixed team included product owners and testers both from Södertälje municipality and Fujitsu. This team approach was key to achieving faster results, a better understanding of what the customer needed, and a shared sense of responsibility. Fujitsu also created a shared data platform and developed technical solutions for various AI and BI applications.

Södertälje aimed to tackle its main challenges through several specific projects, leveraging the new framework. For example, the AI Mentor for Care Professionals was built to give healthcare staff immediate, relevant answers to policy and routine questions as they are at the patients' homes, integrating with Microsoft Teams and using SharePoint as its knowledge base. The solution streamlined access to critical information, reducing administrative effort and helping healthcare professionals work more efficiently in the field. For city planners, the Street and Traffic Data Platform brought together real-time information from traffic, weather, and air quality sensors. This platform can trigger alerts and produce daily reports, enabling data-driven decision-making to improve air quality and manage traffic flow, for example by adjusting

Industry:
Public Sector

Location:
Sweden

Website:
sodertalje.se

About the customer

Södertälje municipal group consists of Södertälje municipality and its municipally owned companies, including the Telge companies. Together, they provide housing, infrastructure, welfare and community services to people who live and work in Södertälje. The organization has approximately 7,000 employees and plays a central role in local public service delivery.

speed limits or bridge openings, directly supporting ESG goals. Another initiative explored how AI could improve high-volume administrative processes by reducing manual effort, shortening lead times and creating more consistent ways of working. These use cases also highlighted the importance of robust governance, regulatory compliance and ethical safeguards, particularly where sensitive data or citizen-facing decisions may be involved

AI to Scale: Standardizing for Future

This AI and BI Program has effectively launched Södertälje municipality on its digital transformation journey. One of the most impactful achievements is the creation of an established service model for developing and managing data and AI solutions—a "solution factory" for BI reports and AI agents. This standardized approach allows Södertälje to take use cases from idea to fully deployed and managed solutions efficiently. With Fujitsu's solution, Södertälje established a common data platform that provides a secure and compliant foundation for sharing and consuming data, accelerating future solution development. Beyond technical achievements, the project has fostered an increase in awareness and understanding of AI and BI's potential across the municipality.

Looking ahead, the program is now transitioning from an exploratory pilot phase to standardizing and systematizing its AI and BI capabilities. The vision is to build comprehensive systems around data, standardizing processes to unlock these technologies' full potential. As Frida Larsdotter Svärd emphasizes: "Data today is what steam was during the Industrial Revolution. Steam didn't change the world just because the technology was there; it changed the world because you started to organize around it, build factories, standardize, etc. The same goes for the data in our context today."

Fujitsu remains the strategic partner, helping Södertälje turn promising technologies into practical capabilities embedded in everyday work; combining technical development with the guidance, structures and ways of working needed to scale responsibly. The ongoing focus is on making technologies accessible, driving efficiency, and ensuring sustainable, citizen-centric services. For other municipalities and public sector organizations looking to accelerate digitalization using Fujitsu's technologies and methodology, Södertälje's journey demonstrates that a combination of experimentation and long-term strategic vision is vital, as the real challenges lie in change management and aligning organizations around data as a strategic asset.

Frida Larsdotter Svärd summarizes Södertälje's strategic approach by saying: "With AI and BI applications we in the IT department are building a highway for Södertälje municipality employees, enabling them to drive their own solutions." This statement perfectly illustrates Telge's strategy: building the underlying infrastructure that empowers departments to independently leverage AI and BI for their specific needs.

Customer:

Södertälje kommun

Telge

Fujitsu

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