

1. Overview

Applying different kind of building permits in Finland has usually been a slow and bureaucratic process, which has made both applying and handling the permit process an ineffective and expensive function where frustration is often present. By digitalizing the process, Lupapiste, an e-service for applying and processing permit applications, aimed at better overall quality, where processing times would be shorter, and the whole entirety would be simpler and easier – and even nicer.

2. Process

Lupapiste was designed in collaboration with its users. Arranging usability testing, workshops and ethnographic research Lupapiste quickly found its core form. Lean UX principles and constant user feedback were applied. Our ideology has been to work as a community at the same side of the table with the customer; together, not against.

3. Benefits

In Lupapiste we put the authorities to ask themselves what really is the information they need in order to process the applications in the digital service easily and understandably. Overall in Finland, the building authorities receive approximately 20.000 applications per month. Within 20 months, we succeeded to digitize a lion's share of the building permits and raise an awareness that has had impacts even in the new Government Programme, published in May 2015 by the Prime Minister Juha Sipilä.

4. Effect

Lupapiste has at its best shortened the applying process time by 90 percent. The Ministry of Environment has calculated that by digitalizing the permit processes, there will be approximately 40 million euro direct savings yearly, which means roughly 33 percent cost decrease per permit. In the near future we will launch a cloud service based electronic archive for public sector, which will remove the need to handle paper in the permit process at all.

“I've really been impressed by the user experience of Lupapiste. I think now we have found the best public online service ever.” (Feedback from a municipal authority.)