Case Study

Electricity Transmission Company Selects M-Files for Secure Information Management

Fingrid Oyj is responsible for the electricity transmission grid throughout Finland, which includes planning and monitoring usage of the electricity grid as well as maintaining and developing the grid. The electricity grid links electricity generators with consumers, enabling these parties to enter into electricity transactions on a national level. Fingrid is also responsible for foreign electricity transmission connections, and the organization promotes the functionality of electricity markets by maintaining suitable transmission connections with different countries.

Fingrid’s networks handle approximately 80 percent of all of the electricity used in Finland, which is why it’s extremely important for the company to have best-in-class information security and risk management systems in place. Fingrid invests heavily in defending itself against cyber-attacks and also conducts rigorous tests on any new software deployments to ensure security is not compromised. Similar information security evaluations and audits were also carried out on M-Files when Fingrid deployed it as the organization’s information management solution.

“M-Files scored well against all of our key stringent information security requirements,” says Marjaana Kivioja, Fingrid’s Communications and Information Management Manager.

From traditional document and archive management to intelligent information management

When Fingrid was looking for an information management system, its specifications primarily required the system to be agile, fast, and intuitive. It need to be able to meet business needs and scale dynamically in line with the business.
“Traditional document management systems did not meet our business requirements, and we had no desire to build folder-based system. We wanted a modern new approach to information management that could offer users new digital functionality and real benefits for their everyday work,” Kivioja says.

Fingrid compared a few different information management systems, which the test group trialed in practice in their own work. The comparison confirmed that M-Files was the most suitable system for Fingrid’s business needs, offering the most extensive set of intelligent yet intuitive capabilities. By early 2017, M-Files was in place as the company’s information management system.

Business information available to everyone, regardless of time and place

At the time when M-Files was deployed, Fingrid’s file systems contained almost 2 million documents and the intranet also had more than 70,000 documents. This included many duplicates, and triplicates, and so on...

“Now we store all new documents and packages of documents, from the minutes of meetings to project documents and the company’s official documents, directly in M-Files. At the same time, at least three items of metadata are defined for every document to make it easier to find. Documents are often connected to a specific business process, and we’re now able to link documents from M-Files to the intranet, which ensures that we are always using only one version of each document and no duplicates are produced,” says Kivioja.

In addition to the document repository, Fingrid has its own repositories for images. The image repository contains files such as the company’s brand images. There are also plans to transfer the instruction bank – a wiki – to M-Files. This would provide Fingrid with the extended functionality of M-Files for version and life cycle management. Extended version management enables draft versions to be kept separate from valid instruction documents. When a draft is completed, M-Files automatically replaces the valid instruction document. The system stores information on all edits, editors, approvers and different versions.

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“Our document management can now be described as an intelligent information service that is available to everyone independently of time or place – even on mobile.”

Marjaana Kivioja, Communications & Information Management Manager Fingrid Oyj
M-Files is integrated into several other business systems used by the company.

“M-Files works superbly with our other applications and the integrations enable data to be linked between different systems. This enables systems and the data stored on systems to be utilized to the full for business development,” says Kivioja. 

“Overall, M-Files has made our operations significantly more efficient. Our document management can now be described as a smart information service that is available to everyone independently of time or place – even on mobile. In addition, all of our employees now have access to all business information, which promotes the development of our operations,” summarizes Kivioja.

Collaboration and up-to-date information ensure top quality

Fingrid is using a collaboration repository to securely store and control documents such as construction site logs, memorandums, images and drawings that Fingrid’s suppliers can also access. The contact person can select which documents are published for the use by all suppliers and which are only made available to certain suppliers or contractors.

The collaboration repository ensures that internal and external users always edit the same document. This eliminates the problem of confusing email attachments and ensures that the latest version of documents are always being accessed. In addition, many documents also have automated workflows associated with them. For example, a power line design is always sent for approval by the contractor to the responsible party at Fingrid before the design can be put into use.

“Seamless information and document management with our stakeholders guarantees that our operations are reliable. In order for us to offer secure electricity transfer services, all of our documents must also be up to date and securely available. The M-Files intelligent information management solution is well suited to our business needs,” says Kivioja.