



Data Led Transformation - Fora

Fora is Swedish Pension Insurer owned by the Confederation of Swedish Enterprise and the Swedish Trade Union Federation (LO), and operate on a non-profit basis. Fora forwards 19B+ SEK every year, serving 23500 companies and 4M+ individuals.



Key Attributes



250K+ Corporate Customers **4 M+ Personal Customers**



2+ yrs of collaboration with **ATCI**



Technology Stack: SAP Pioneer, MS Azure



Methodology: Agile



Contract Construct: Time & Material



Business Challenges

Client Ambition:

- Improved user experience
- De-risk operations & risk mgmt
- Operational efficiency
- Reducing total cost of operations

Challenges with Data:

- Low usage of data insights, Low data quality and trust
- Overreliance on customized SAP backend
- People Dependent business process in the organization
- Slow process to get reports and insights and consolidate views
- Absence of a common data platform – due to outdated and fragmented systems
- No data strategy
- High Total Cost Of operations and service fees to serve the employers and pension stakeholders



Clear Core Transformation powered by data centric architecture and cloud technology

Implement a **clean core SAP Pioneer solution** to cater for new business process capabilities

Transform business operations to serve customers with monthly salary reporting capabilities

Implement **state of the art data architecture** with real time data capture to boost productivity and enable new capability to be data driven

Implement **an app store – an insights portal with apps used across functions** such as marketing, customer service and finance, as well as external stakeholders

Co-create **external communication campaign** by leveraging Song media capabilities



Key Projects Delivered

- SAP Pioneer greenfield modernization powered by the latest cloud and data technologies – MVP launched in 24 months
- Cloud strategy assessment – to understand legal & regulatory demands and develop a compliant cloud strategy
- Implementation of Azure Data Platform at Fora
- External communication campaign



360° Value

40%

Improved Lead time for Releases

10%

Reduction in IT Operations Cost

Transform

Reporting process moving from annual salary statements to monthly salary reporting

Unlock its enterprise value

by using Accenture's data-led transformation practices, delivering ground-breaking capabilities to its stakeholders

Others

- Easy access to insights for employer reporting and improved customer experience
- Reduced lead time in claims handling
- Manual efforts optimization for premium and fees calculation
- Easy reconciliations for invoices and premiums distributions