

More together

FINNISH SERVICE®

SOCIAL® ENTERPRISE

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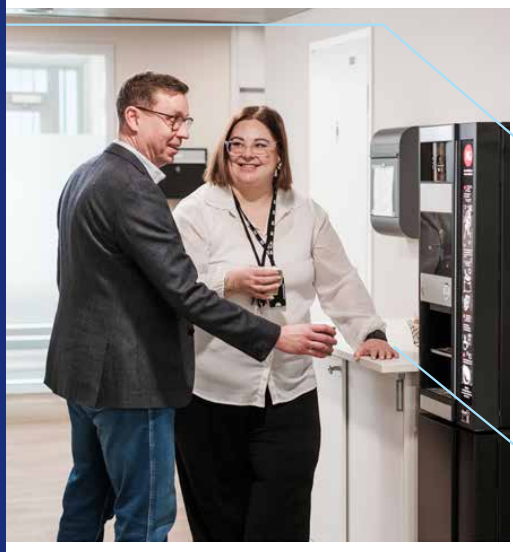
We are more together

2M-IT combines ICT expertise and the expertise of wellbeing services counties in a unique way.

2M-IT provides wellbeing services counties with social and healthcare ICT solutions and support. In addition, we carry out demanding ICT procurement projects for our customers, making extensive use of the market's offering and expert networks.

We secure social and health care services and ensure the high availability of the ICT services behind them. Our customers gain access to comprehensive expertise by centralising their services to 2M-IT.

We do not aim for profit, we act for the benefit of our owners.



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Watch our video

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- 80% faster approval processing time
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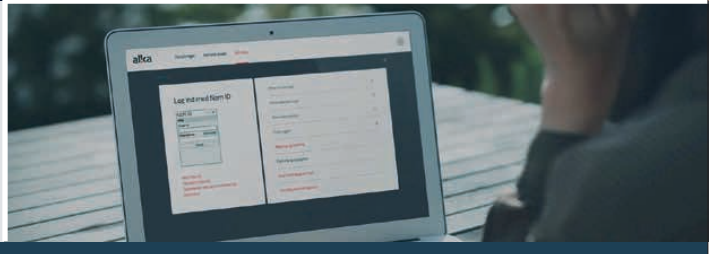
- +30% more projects started p.a.



nobly.fi info@nobly.dk

Expertise to support wellbeing services counties



2M-IT has the widest experience in Finland with patient and customer information systems in wellbeing services counties.

We work to ensure that we are all well cared for – now and in the future.

We offer support, maintenance and development services

- for primary healthcare and specialised healthcare patient information systems, and
- the customer information systems of social services.

Our operations are visible in the daily work of wellbeing services counties. We make sure that the work of professionals runs smoothly even when help is needed quickly.

We help respond to the labour shortage in the health and social services by developing effective and resource-saving ICT solutions in close cooperation with our customers. Our customers benefit from co-development, in which information and experiences are shared between wellbeing services counties.

Mission

We create security through expert and comprehensive ICT service production.

Vision

ICT for wellbeing services counties is the safest, most cost-effective and high-quality.

Our values

Community, care, expertise

TR-Kielimatkat
International Educational Travel
Kielikoulutusta ulkomailla eri kohderyhmille
kielimatkat.net

TR-Messumatkat
International Trade Tours
Räätälöityjä messumatkoja yrityksille
messumatkat.com

ResComi
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Diktamen+

Ratkaisut kaikkiin kirjaamistarpeisiin

- Sopivin kirjausmenetelmä valittavissa tapauskohtaisesti
- Kirjaukset mobiilisti tai työpöydällä
- API-pohjaiset integraatiot asiakas- ja potilastietojärjestelmiin
- Nopea ja turvallinen tiedonkulku



Your Voice. Our Technology. Better Outcomes.

Dynamic strategy

2M-IT is a reliable partner for its owner customers.

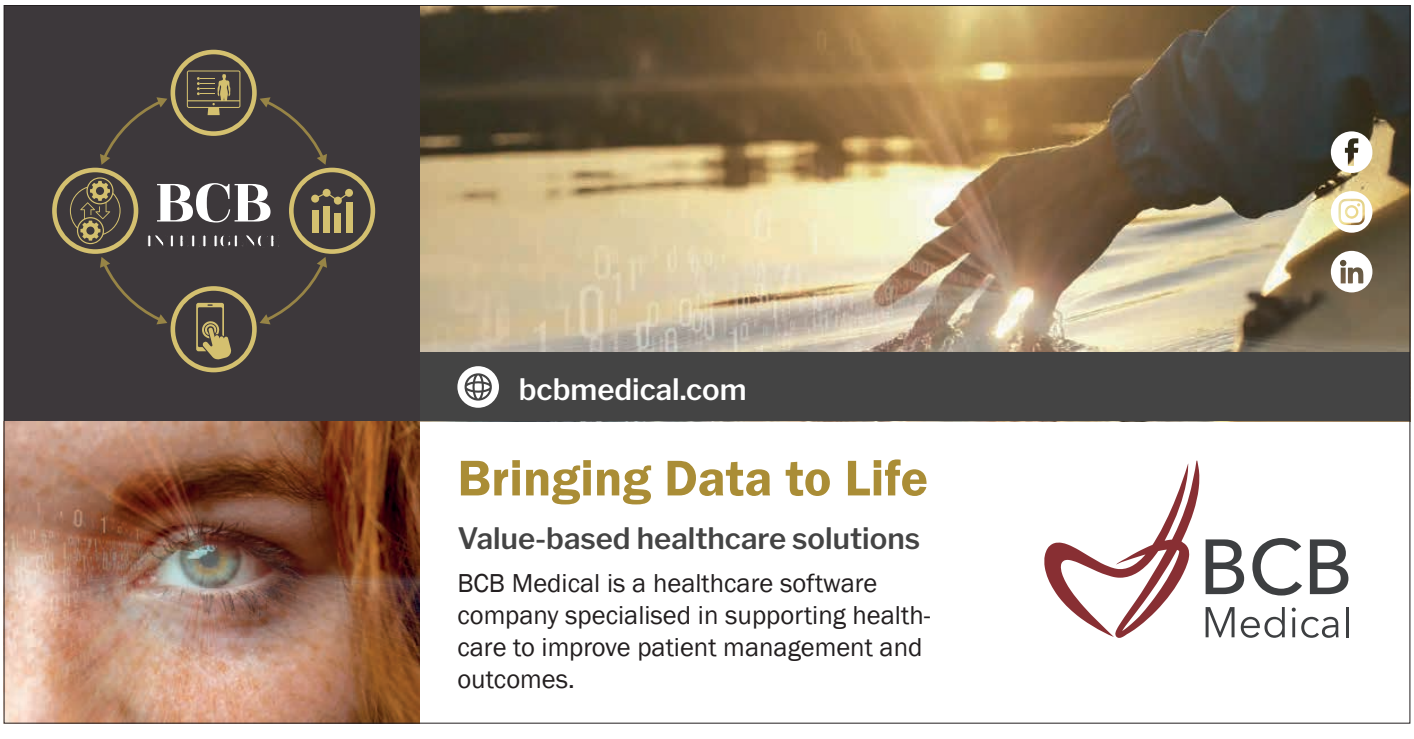
2M-IT's strategy focuses on changes in the operating environment of wellbeing services counties. The focus is on supporting the customers' operations. We support the continuous development of wellbeing services counties' ICT and ensure smooth service production.

Our approach is based on a continuous monitoring of the environment. This enables a dynamic updating of the strategy and the development of operations to meet the demands of a rapidly changing market. We focus on the cost-efficiency and quality of service production. At the same time, we respond to our customers' changing needs and improve data security. Maintaining trust and open customer relationships is important and requires continuous dialogue and cooperation between the parties.



Antti Ailio,
Strategic Director

We want to play a key role in meeting the ICT needs of wellbeing services counties also in the future. This means, for example, using new AI-based technologies and developing competence related to these. As global uncertainty increases, we are prepared for supply chain disruptions by having invested in our own cyber expertise. If necessary, we are able to react quickly to changes.



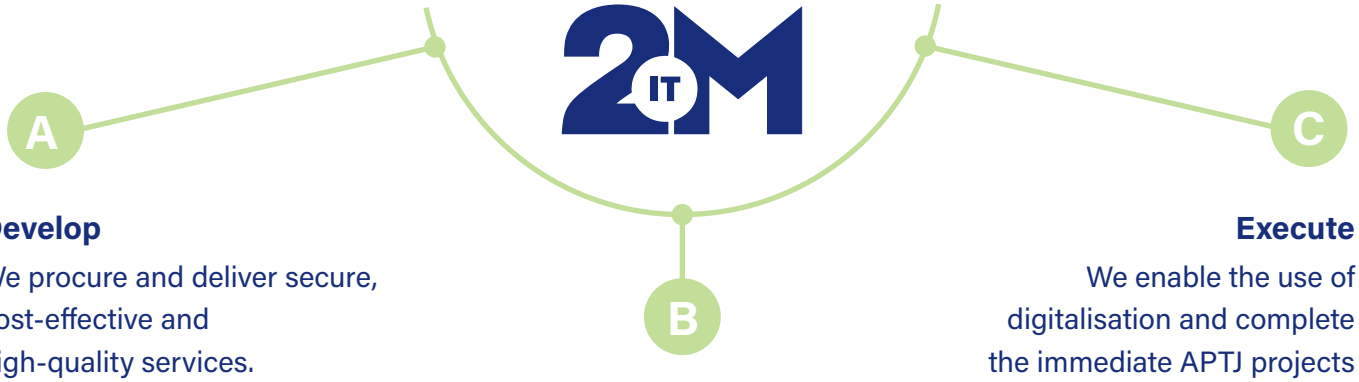
Comprehensive responsibility for services

2M-IT's key objective is to offer customers comprehensive service packages rather than individual services or technical components. This objective is based on active partner network management and our ability to combine our own services with services and products purchased from the market. The service packages are designed to serve the entire wellbeing services county and enable the counties to perform their basic duties safely and efficiently.

"Serving wellbeing services counties requires continuously developing cost-effective service packages and the ability to react quickly to changes in the market."

Antti Ailio, Strategic Director

Strategic horizon 2025-2026



Develop

We procure and deliver secure, cost-effective and high-quality services.

Discover

We enable the wellbeing services counties to move forward to the next phase.

Execute

We enable the use of digitalisation and complete the immediate APTJ projects by 2026.

arrow | rubrik

Cyber Resilience =
Cyber Posture + Cyber Recovery

Cyber-Resilient Microsoft 365 Backup and Rapid Recovery for Exchange, SharePoint, OneDrive and Teams

ServiceNow service management system

The ServiceNow system and the Now Assist AI assistant enable an even more efficient development of IT services.

2M-IT implemented ServiceNow in 2024. The development of the ServiceNow system began with the need to improve 2M-IT's customer service. We wanted to support our customers in the wellbeing services counties reform and react to their new needs. As the number of service requests increased, it became clear that operations and manual work needed to be developed and automated.

ServiceNow's AI assistant Now Assist enables using artificial intelligence in everyday life. The aim of implementing AI assistance is to improve the quality of services and customer satisfaction and free up the experts' time for more demanding tasks. The deployment of AI is progressing in stages: it is important to take care of risk management, data quality and process transparency.

Why ServiceNow?

- Developing modern IT service management
- Automated routines
- Transparent workflows
- Constant extension possibilities
- Now Assist brings AI into your daily work

Citruksen raikas kokonaisuus

Citrus on suomalainen IT-palveluiden tuottaja. Tehtävämme on helpottaa asiakkaidemme arkea ja tehdä monimutkaisesta yksinkertaista. Autamme löytämään tehokkaampia toimintatapoja digitalisoimalla arjen prosesseja.

<citrus>

Citrus Solutions tarjoaa asiakkaillemme monipuolista ohjelmistokehitys- ja verkkopalveluosaamista sekä syvällistä digitaalista asiantuntemusta kokonaisarkkitehtuurin ja projektijohtamisen tarpeisiin.

citrussolutions.fi

Noventia

Noventia tarjoaa digitaaliset työkalut strategiseen hankintaan. Ratkaisumme avulla hankinnat ovat läpinäkyviä, hallittuja ja vastuullisia. Keskitettyyn dataan ja toimittajahallintaan perustuvat työkalut luovat merkittäviä kilpailuetuja.

noventia.fi

LAWDER

Lawder on edelläkävijä datatalouden sääntelyn maailmassa. Tarjoamme asiakkaillemme tukea tiedon vastuulliseen hallintaan – tietosuojasta tekoälyn hyödyntämiseen, kyber- ja tietoturvasta datan hallintaan.

lawder.fi

citrus group

Ratkaisemme arjen digitaalisia haasteita

citrus.fi | Helsinki | Turku





Anna-Maria Jääskeläinen
Programme Director

Arto Kilkku
Chief Financial Officer

Benefits of AI in service management

- Quicker ticket processing - the aim is to have 95% of service requests automatically classified by 2027
- Recurring problems are detected and resolved automatically
- Frees up time for more demanding tasks
- Ensuring data quality and smooth processes – automation does not work without good data
- Improved customer experience and work efficiency

Efficiency and transparency

With ServiceNow, 2M-IT's customers will be offered a modern service portal for making requests and tracking their progress. The portal speeds up and improves communication, reducing the need for recurring queries. The aim is to use as much of the existing information as possible and bring it to the ticket, which improves the quality and speed of the service.

The introduction of ServiceNow has also changed the everyday life of 2M-IT's employees. The processing of tickets is now quicker, and employees can access extensive information in one system. The portal enables automation at different levels – workflows are automated and systems are connected, which speeds up operations and reduces errors. Data can be managed more efficiently, which provides transparency and reduces manual work.

Further development of ServiceNow

The ServiceNow system is continuously being developed. The aim is to further expand automation and integrations and make better use of data. In particular, we focus on the automation of disruption communications, the development of monitoring and the responsible use of AI. In addition, we are planning to further develop the platform's intelligent project management, which will facilitate the monitoring of both operative and development work, as well as project management.

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Want modern cloud to work for you, but don't know where to start?

We help you harness it correctly, turning technology from an obstacle into a competitive advantage.

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AI in ICT services

2M-IT's AI project puts quality and safety first.

Our ICT Services produces comprehensive ICT services at a large volume: from basic infrastructure to data traffic and data security, including end-user support. AI helps to free of experts' capacity to where the greatest value is produced: for high-quality problem solving and the development of the customer experience.

How do you get the most out of AI?

AI assists with support requests, automatically classifies tickets, suggests solutions and improves information management. Instead of implementing AI in every function at once, the pilot projects enable controlled deployment and learning. When selecting the processes to be automated, special attention is paid to which tasks free up the time of experts and where the quality of the data enables reliable automation. It is important to have an open discussion with customers about how to use AI and what kind of added value we are aiming for.

Monitoring and tangible benefits are important in the safe deployment of AI. Trust is built through a clear management model, risk assessment and transparent processes – this is the only way to ensure that customers receive high-quality and safe services. Processes, responsibility matrices and recording instructions have been updated to meet the requirements of AI. The success of the automation project is measured by, for example, shorter ticket queues and resolution times and increased customer satisfaction.

The refinement of processes is directly reflected in the customer experience – everyday work becomes easier and lead times shorter.

Getting started with automation

1. Eliminate repetitive manual work, which frees up time for more demanding tasks.
2. Ensure data quality – the functionality and reliability of automation is based on high-quality data.
3. Developing the customer experience and smooth workflows: refined processes make everyday life easier for the customer.





ICT services

"Our work at 2M-IT has a direct impact on how smoothly and safely critical situations are handled, for example, at times when every moment is crucial. Technical disturbances that feel minor, such as disruptions or slowness in the system, can, in a clinical environment, even pose risks to patient safety, for example, if patient data cannot be accessed at the right time. Our job is to make sure the basics work flawlessly so that professionals can focus on what matters – helping people."

Marko Ranta,
Business Director, ICT Services

Want to target patient care more effectively?

ERA

UNLOCK THE FULL POTENTIAL OF KANTA DATA.

Atostek ERA enables you to utilise and screen Kanta data in compliance with the Client Data Act — making data analysis and patient recall easy.

- Proactive care leads to better health outcomes and is cost-effective — it reduces the need for expensive interventions in the long run.
- When screening is based on the comprehensive data available in Kanta, you get a more complete picture of the patient's care history — and better opportunities to anticipate future care needs.
- ERA retrieves and delivers data flexibly to your preferred analysis applications, and integrates effortlessly.

READ MORE »
atostek.com/en/era

Support services and smart service production



Ullamaija Kotiranta, Service Director, Support Services

ServiceNow and AI open up new opportunities for support services.

2M-IT develops its support services solutions in close cooperation with the quality and security team. We take into account key legislation in the development, such as the EU's AI regulations and data protection regulations. In our ongoing AI project, we develop, test and pilot solutions to automate work processes and improve customer service. Data security is a key part of the use of AI. Data management is also important, as the solutions produced by AI are directly dependent on the quality of the data. The use of AI is changing competence needs. The experts must be able to critically assess the solutions produced by AI. In addition, they need to understand data and its importance.

"AI should be approached with an open mind and courage. Old processes should not just be transferred to AI as such, but the question is, could things be done in a completely new way. AI offers the opportunity to think outside the box and find innovative solutions."

Ullamaija Kotiranta,
Service Director, Support Services

AI improves Service Desk operations

The Service Desk, which is part of 2M-IT's support services, serves as the customers' primary contact point for all ICT services. We integrate our extensive service production into the everyday life of our customers and ensure that ICT supports critical social and healthcare operations smoothly and reliably.

In disruption situations, it is important that the customer has access to several contact channels. Our customers can contact us by phone, chat and service portal. The 2M-IT Service Desk resolves a large share of the cases during the first contact.

Work phases such as automatic categorisation of support requests and data structuring can be handled by AI for quicker processing. The summaries produced by AI support the quality of the entries and help the expert to quickly and clearly understand the content of the support request.

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Anne Leivo,
Unit Manager, Service Desk

Jaani Nurisalo,
Team Manager, Service Desk

A well-functioning help database is a key part of the work of Service Desk experts. AI makes the searching of instructions quicker. When the search for information takes place automatically, the expert can focus on meeting the customer. AI also enables a quick search of previous support requests, which helps to avoid duplicate support requests and supports the efficient handling of cases. In addition, AI supports an efficient use of the customer portal, which means that some issues can be resolved directly in the portal without the need to contact the Service Desk.
"The use of AI opens up significant opportunities in Service Desk operations to streamline work, reduce processing times and improve the quality of customer service."

Anne Leivo,
Unit Manager, Service Desk

Support at the critical moment

Various AI and automation solutions help the Service Desk employees, for example, in mapping the fault, finding solutions and producing summaries. In the future, AI can classify the ticket and suggest a solution to disruptions. It can also instruct the Service Desk employee to ask further questions, record work notes, and route specific tickets to the correct responsible groups.

When AI correctly identifies various faults and disruptions, it can find the right instructions for the employee to solve the problem. AI can also help to detect large-scale disruptions and instruct employees to respond correctly to these situations.
"Customers contact us, for example, when the printer is not working, they have forgotten their password or the login to the workstation or the patient information system fails. What makes the work meaningful is that we can solve the customer's problem quickly and make their day easier, sometimes even at a critical moment."

Jaani Nurisalo,
Team Manager, Service Desk

CSIT

Identiteetinhallinnan ja pääsynhallinnan ratkaisut

- nopea ja helppo kirjautuminen kaikille laitteille
- yhteiskäyttöiset monisovellusmobiilit
- tietoturvan pääsynhallinta (PAM)
- käyttövaltuushallinta (IAM/IGA)
- turvallinen tiedostojen siirto
- tietoturvateknologiat



Luotettavia identiteettejä ja sujuvia käyttövaltuuksia

Ratkaisuja terveydenhuoltoon sekä sosiaali- ja pelastustoimeen yli 10 vuoden kokemuksella. Ratkaisumme auttavat voittamaan kilpailussa nousevia päätelaitekustannuksia vastaan. Ne parantavat myös järjestelmien käytettävyyttä ja ylläpidettävyyttä, ja samalla nostavat tietoturvan tasoa.

csit.fi info@csit.fi 020 730 6410 CSIT



healthfox.fi

TERVEYS RAKENTUU YHTEISTYÖSTÄ

HealthFOX OY yhdistää ihmiset, terveydenhuollon ammattilaiset ja tärkeän tiedon yhdeksi hoitojärjestelmäksi.

Healthfox tarjoaa digitaalisia terveydenhuollon ratkaisuja, jotka yhdistävät hoidon, etäseurannan ja viestinnän yhteen alustaan. Sen mobiilisovellukset ja älykkäät hoitopolut auttavat potilaita seuraamaan vointiaan ja osallistumaan aktiivisesti hoitoonsa. Ratkaisut integroituvat sujuvasti olemassa oleviin järjestelmiin ja tukevat tehokasta, potilaslähtöistä hoitoa.

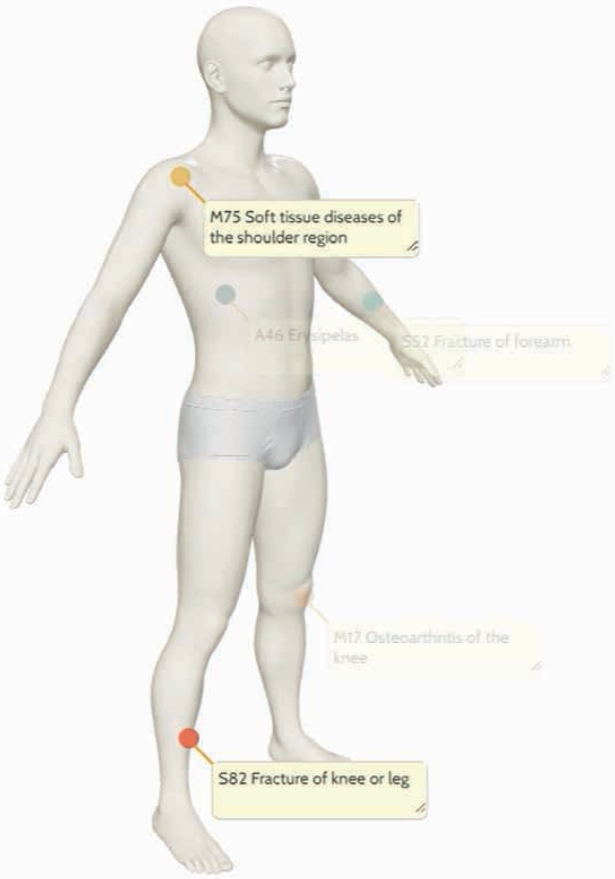
Siiloutunut tieto hidastaa hoitoa ja päätöksentekoa

Potilaat ja lääkärit joutuvat navigoimaan hajanaisessa järjestelmässä, mikä johtaa viiveisiin ja epäselviin hoitopolkuihin.

Yhtenäinen hoitojärjestelmä:

- ✔ Modulaariset hoitopolut
- ✔ Saumaton yhteentoimivuus
- ✔ Sitoutuneet potilaat
- ✔ Potilaan tilan monitorointi etänä
- ✔ Integroitu etäterveyspalvelut
- ✔ Tietoturvallinen alusta





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EASIER TOMORROW

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+358 40 747 8346

AI supports project management





Arto Lehtokari, CIO, Wellbeing Services County of Southwest Finland

ServiceNow and AI bring new opportunities for project management, planning and continuous learning.

At the beginning of 2026, 2M-IT expanded the use of ServiceNow by implementing a project management module. It enables the entire project workflow to progress in a planned and consistent manner towards its goal. Identifying development needs, managing resources, planning projects and recording hours can all be done on one platform, which makes the whole picture clearer and the management of projects easier.

AI enables continuous learning in the planning of projects and services. Previously implemented projects serve as background material, which makes it possible to assess the required tasks, workload and schedules more accurately and plan new projects more efficiently. AI automates routine tasks and supports decision-making, improving productivity and project impact.

AI as part of the daily services of wellbeing services counties

Wellbeing services counties offer many services that can be improved through digitalisation. AI can be used to achieve the next leap in productivity. Its impact on the service production of wellbeing services counties has been particularly evident in digitalised services, such as pathology and imaging. The following development areas are related to structured recording, automatic summaries of patient and medication information and real-time interpretation.

Developing the customer and employee experience

At 2M-IT, our focus is also on developing the customer and employee experience. We have chosen to focus on first-line tools that combine citizens' service channels into a single entity. In the future, various needs can be handled fully through AI assistance and the necessary data can be transported to the back-end systems without human intervention. The vision for the future is that the citizen who contacts us will never have to queue.

"I believe that in the future, AI will enable transferring the lessons learned, risks and successes in projects to subsequent projects automatically – which will speed up decision-making and improve the quality of projects."

Arto Lehtokari, CIO, Wellbeing Services County of Southwest Finland

Information to support decision-making



Atte Tikkanen, Unit Manager, Customer Guidance and Digital Services



Marko Veneranta, Unit Manager, Knowledge Management Services

Knowledge management services provide clarity, certainty and smoothness for the customer's everyday life.

In 2M-IT's knowledge management services, data is processed into clear and up-to-date information that supports resource allocation, effectiveness and management. We solve key challenges, such as data fragmentation, data quality and system compatibility. We help wellbeing services counties to migrate to cost-efficient, scalable cloud solutions. In health and social services, this means a better overview of the situation, less manual work and more time for high-quality service and management.

AI is already a part of everyday life: it speeds up the processing of information, identifies deviations and frees up time for tasks that create added value. It plays a key role in simulation and forecasting, in particular.

The possibilities of AI in social welfare and healthcare information management are immense:

- Proactive assessment of service needs
- Effectiveness monitoring and management
- Improved access to care
- Reduced workload of personnel
- Support for cost control
- Analysis of complex phenomena without heavy manual work
- Better service coordination, more efficient use of resources and higher quality of customer service

"Wellbeing services counties are undergoing major structural changes and need more reliable information to support decision-making. Our work has a direct impact on our customers' ability to manage their services efficiently, transparently and effectively."

Marko Veneranta, Unit Manager, Knowledge Management Services

Managing allergy tests

troxia

Allergia software for comprehensive data management and reporting within dermatology units.

troxia.fi/allergia.html info@troxia.fi

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flowmedik.com

Customer guidance and digital services

Continuous services, development and completely new solutions.

2M-IT's Customer Guidance and Digital Services unit solves the challenges the customers have and looks for new perspectives to make operations easier and more efficient. The goal is to be the first point of contact when the customer is thinking about developing something or solving a problem. We take action quickly and help you with our extensive expertise, from utilising platforms and acquiring new solutions to automation, integration and even coding.

The unit deals with important issues, such as enabling elderly people to live at home or adding automation to complex production processes. Digitalisation and automation can generate cost savings, streamline operations and improve the customer and employee experience. People can focus their attention more on encountering people than, for example, on making entries.

Lots of potential

Even though digital services have already become an established part of public services, there are still many opportunities to exploit their full potential – just like in CRM and ERP solutions. Artificial intelligence – or support intelligence – is a natural part of the unit's everyday life. It is viewed practically, as part of overall automation that is also evolving rapidly.

The focus of our operations is on creating added value for our customers. The solutions and services we produce are important in ensuring that public social and healthcare services can continue to be produced with high quality, from digital services to home services and more extensive or intensive services.

"We work with a purpose. It is great to be involved in such a transformational phase from a technological, functional and even social point of view."

Atte Tikkanen, Unit Manager,
Customer Guidance and Digital Services

L-FORCE

Ketteriä ratkaisuja asiakkaiden tarpeisiin



L-Force

Autamme asiakkaitamme tietoteknisissä tarpeissa. Tarjoamme mm. helposti laajennettavaa integraatioratkaisua erilaisten järjestelmien välille sekä radiologian ja kuvantamisen toiminnanohjausratkaisua.

Käytämme moderneja menetelmiä ja työkaluja sekä tuotekehityksessä että tuotehallinnassa. Ratkaisujemme käyttöliittymät on toteutettu käyttäen uusimpia web-teknologioita ja suosittuja avoimen lähdekoodin kirjastoja.

Tarjoamme ohjelmistotuotteet kokonaisratkaisuina. Suoritamme järjestelmien asennuksen, asiakaskohtaisen sovituksen, käyttäjien koulutuksen, käyttöönoton tuen ja ylläpidon.

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LII intelligent integrator

- Älykäs integraatioalusta
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- Kevyt käyttöliittymä myös mobiiliin
- 5. sukupolven RIS järjestelmä
- Monipuoliset liittymät ja räätälöintimahdollisuudet

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- Selainpohjainen varastonhallinnan järjestelmä
- Monipuolinen ja helppokäyttöinen
- Ketterä käyttöönotto
- Sovitettavissa kaikentyyppisille varastoille

Incident management solves crises



Jani Granholm, Unit Manager, Incident Management

2M-IT's incident management unit accelerates the resolution of critical incidents and has a preventive effect on the occurrence of similar situations.

Major Incident Management (MIM) is used with incidents that cause significant harm to several end users and require several experts to investigate them. A severe data security incident is also classified as a MIM incident. The Incident Management Unit is responsible for the coordination, communication and reporting of 2M-IT's MIM incidents and works in close cooperation with experts from other units, customers and suppliers.

Incident management is a critical support process for the smooth running of social and healthcare operations and patient safety. Its task is to identify, manage and resolve incidents related to information systems and ICT services quickly, in a controlled and coordinated manner. Effective incident management ensures the continuity of care processes, minimises the impact of incidents on customer and patient work, supports timely and reliable communication and meets the legal and data security obligations related to operations. In addition, incident management produces information for the continuous improvement of operations and prevention, strengthening the reliability of the entire health and social services production.

AI assists in versatile ways

AI improves incident management by improving speed, quality and predictability, and frees up experts for more demanding tasks by automating routines. It can analyse large amounts of data faster than humans. In the future, it is hoped to identify deviations and help in the automation of information and the investigation of the root causes of incidents. It is also possible that AI would be able to make the necessary changes in production based on observation deviations even before an incident occurs.

"We are like a fire brigade – we do not run out of a burning house, we run in with the equipment needed to put out the fire. Instead of extinguishers and fire hoses, we are equipped with different professional teams of 2M-IT experts, as well as experts from our suppliers and customers."

Jani Granholm, Unit Manager, Incident Management

Asiakkaitamme yhdistää tavallista korkeammat vaatimukset IT:lle.

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DATA SOLUTIONS
DSharp auttaa julkisia toimijoita vapauttamaan aikaa raportoinnin pyörityksestä kohti strategista tietojohtamista.
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DELFOi PLANNER SOTE
Easier resource planning

up to 10 x faster planning

up to 50% higher resource utilization

LEARN MORE

Every procurement project is different

2M-IT's tendering and consultancy unit handles procurements at different stages – preparation, negotiation, review, comparison and documentation.

Wellbeing services counties' most valuable partners know the challenges of everyday life. Our strength lies in our deep understanding of both the everyday life in social and health services and organisational administration as well as the possibilities of ICT solutions. In addition, we complement our expertise with a diverse partner network.

When the goal is clear, we can propose solutions that meet operational challenges and support the digitalisation of key operations. We also offer help in defining goals and planning operations.

When procuring ICT solutions, it is a good idea to look at the need more broadly – both strategically and from the perspective of functionalities. For example, the functionality required by an individual service could be utilised in several service units. Through strategic review, we ensure the suitability of development work and the solution for the plans of the entire organisation and its commitment to change.



Tendering and consultancy

The purpose of 2M-IT's Tendering and Consultancy unit is to implement ICT procurement, as required by the Act on Public Procurement and Concession Contracts. The purpose of procurement is to meet the needs of 2M-IT's owner customers or 2M-IT's own procurement needs. In addition, our unit is responsible for our company's supplier contract process and the implementation of changes related to supplier contracts and legal consultation related to change situations throughout the life cycle of the contract.

Language partner for the healthcare sector

AI-powered language solutions for an efficient and safe workflow

lingsoft

lingsoft.ai





Oona Eskola, IT lawyer

"Currently, we use AI to support the production of various reviews and compilations. AI is constantly developing and will certainly also have a strong impact on the traditional role of a lawyer. Investigation work and, for example, manual text review will certainly be heavily AI-assisted in the future, and the role of a lawyer will be increasingly focused on supporting decision-making and presenting solution options, for example."

Oona Eskola, IT lawyer

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Future solutions together



Jari-Pekka Tuominen, hallintojohtaja, Varsinais-Suomen hyvinvointialue

A better everyday life in wellbeing services counties is built in close cooperation.

Social and healthcare ICT services and their development form a complex and challenging whole in which the affiliated company acts as a comprehensive partner rather than a service provider. Strategic and long-term cooperation and continuous development are key in this context.

The ICT partner plays a significant role in supporting the wellbeing services counties' operations and ensuring the smooth flow of services. The demand for services is growing faster than the amount of funding and personnel, which is why efficiency-enhancing development measures must be utilised. In the construction of cooperation that is based on trust, the company must be able to convince its owners of its competitiveness. An ICT partner must be able to meet the ever-increasing demands of digitalisation. Service management, artificial intelligence and automation will become key factors in enabling wellbeing services counties to produce their services more efficiently.

It is important that the ICT partner understands the special characteristics of the social welfare and healthcare sector. Knowing the complex and multifaceted operating environment is essential in order for ICT services and their development to be truly functional. When an ICT company knows both the development of the industry and the special characteristics and needs of the customer, the partnership supports the development of services and the progress of digitalisation. Good partnership is reflected in the everyday life of organisations and in the work of social and healthcare professionals as user-friendly and cost-efficient ICT services and the ability to react quickly in challenging situations.

"In the future, strong ICT partnerships will play a key role in the development of wellbeing services counties. Service management and the use of AI and automation are becoming even more important as services must be produced more efficiently under the pressure of increasing demand."

Jari-Pekka Tuominen, Administrative Director, Wellbeing Services County of Southwest Finland

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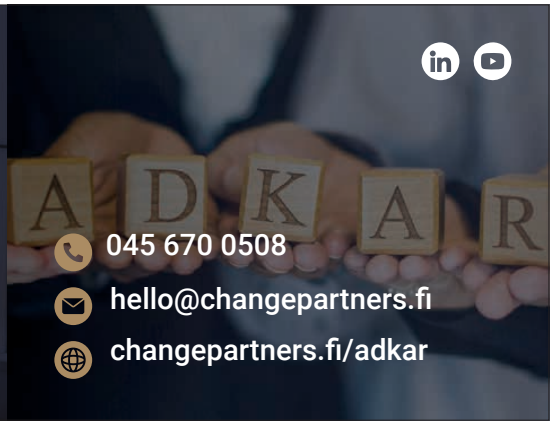

Customer's perspective



ProjectTOP AI - ohjelmisto kehitys-projektien johtamiseen

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tekoälyn avustamana

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We develop solutions for social and health services that provide well-being for people.

As a publicly owned company, we have a social responsibility that requires the production of cost-effective services, responsible public procurement and the construction of dialogue with our owners, partners and decision-makers. We want to offer our employees a safe and equal work community that invests in well-being at work and job satisfaction. Healthy employees are our company's most important asset.

The personnel and the company's management are committed to 2M-IT Oy's ethical principles. The ethical principles are based on the company's values and the international principles of the UN Global Compact, which aim to promote the sustainable development of companies and good corporate citizenship.

Environmental responsibility matters that are important to us:

Energy efficiency, waste management and recycling, transport and travel, ecological sustainability of products and services and environmentally responsible supply chains.

Social responsibility matters that are important to us:

Well-being at work, job satisfaction, employee engagement, employee training and development, and the safety of products and services.

Social and administrative responsibility matters that are important to us:

Cybersecurity and data protection, ethical conduct, anti-corruption and anti-bribery, responsible procurement practices and management independence.

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Data security and data protection

We provide IT services to organisations that provide services critical to security of supply in the health and social services sector. Our customers' trust in the company's level of data security is one of the key factors in our business, which is why we must ensure the security of the services provided and the data processed in all circumstances.

- 2M-IT Ltd has been granted an ISO/IEC 27001:2022 certificate for its data security, which covers all the services, locations and customers of the company.

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A certified management system is an indication of the company's high-quality and effective operations.



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Together with 2M-IT, we develop solutions that support smoother service management and digitalisation across wellbeing services counties and the entire health and social care sector.

Our shared goal is to ensure that technology truly serves people – at every level.

Read how AI agents stepped into HR at 2M-IT!

Click here

www.sofigate.com

2 Message from the CEO



Jari Nevalainen, CEO

AI transforms knowledge work

Finnish society is on the threshold of major change. At the heart of the change is artificial intelligence, which affects how work is carried out, managed and developed in the future.

Knowledge work has long been a central part of working life. It has evolved step by step with new tools and systems as computing power and digital solutions have moved from data centres to desktops and on to our pockets. Today, almost all information travels through systems and is constantly available.

However, the next step is much bigger. Data is no longer only processed by people, but increasingly analysed and refined by artificial intelligence. This will fundamentally change the nature of work.

There has been a lot of discussion about the extensiveness of the change. The amount of manual work will significantly reduce, and many tasks related to data collection, processing and transmission will be changed or eliminated altogether. At the same time, new kinds of roles emerge, where the focus is on guiding, evaluating and ensuring the quality of work produced by AI.

Change does not mean losing work, but reshaping it into something new. The focus shifts from performing to understanding, analysing and decision-making. The role of humans is emphasised in tasks where there is a need to understand the bigger picture, take responsibility and think critically.

This development affects all of us. Every organisation and every expert will face this change in their own work. The change will not take place in the distant future, but it is already underway.

Now is the right time to stop and review your own expertise. Learning new skills, especially the use and understanding of AI, will play a key role. Those who take this step in time will be able to take advantage of the change and build a strong position for themselves in the future of working life.

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Parhaat prosessien kehittäjät vain yhden viestin päässä.



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We take good care of our experts

Experts are our primary asset and our success factor.

Our company employs approximately 900 experts who work to ensure the smoothness and continuity of services that are important to Finns. We are an integral part of the everyday life of wellbeing services counties and are proud of it. We have served several wellbeing services counties for years, so we can honestly say that we have the strongest experience in our country in patient and customer information systems and the provision of support services.

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Whether you're an IT wizard, doctor, nurse or other decision-maker, we offer exciting and challenging positions – with us, you get to be one of the top professionals. We invest heavily in training, and we offer you the opportunity to focus on tasks that interest you. That is one of the reasons for our high employee satisfaction.

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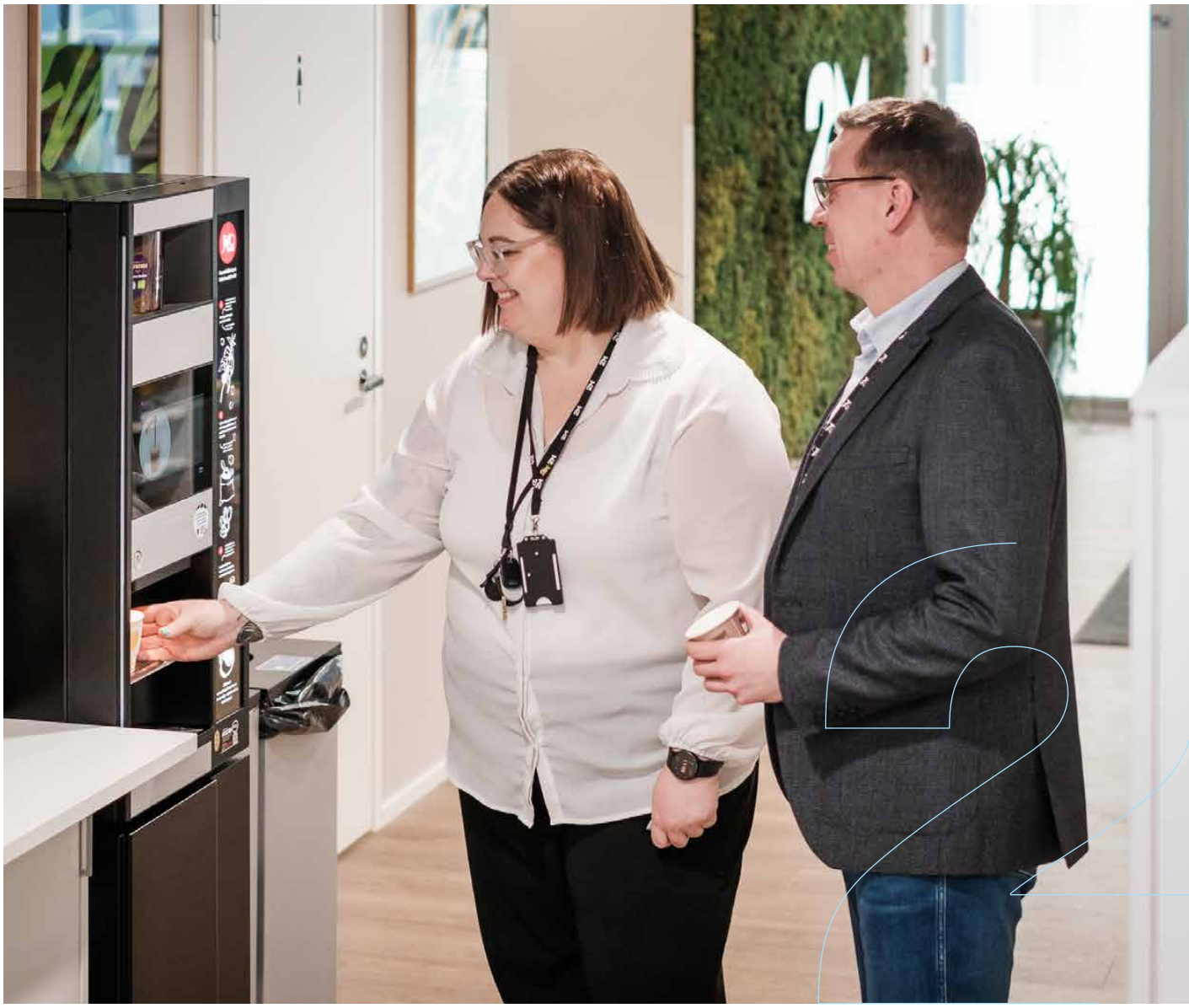


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Working at 2M-IT



Haishour Khuddari,
Application Specialist









We offer meaningful work

Our recruitment process

In my work, I am motivated by the opportunity to help people and provide them with smoother healthcare.

"I have worked at 2M-IT as an application expert for over four years. I work at the Salo office and also remotely. 2M-IT has an excellent team spirit and an encouraging work environment where employees support each other.

2M-IT was familiar to me through my previous work in healthcare, where I worked as a record keeper and administrator in addition to nursing, while also working closely with IT challenges.

Even though I had no previous IT experience, I quickly realised how interesting this field is. A working day can include many kinds of tasks: processing service requests, testing, projects and, for example, one working day I supplied Medanets phones to the Lighthouse Hospital.

In my work, I am motivated by the opportunity to help people and provide them with smoother healthcare. It is very important to me to support my team and my customers and to make use of my previous experience in the healthcare sector. 2M-IT makes this possible."

Haishour Khuddari, Application Specialist

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