Försäkringskassan
Swedish Social Insurance Agency

Swedish Social Insurance Agency worked with Comenius and Saba Software to enable training, career development, distance learning, performance, and talent across their 14,000 employees.

Challenge
Manage an ambitious enterprise-wide learning program designed to meet the needs of all 14,000 employees to improve knowledge and responsiveness to clients.

Business Benefits
- Enable employees to more efficiently and effectively provide a wide range of benefits to clients
- Deliver 480,000 hours of education and develop 60 new web-based courses in the first year alone
- Improve collaboration and knowledge sharing by supporting informal workplace learning
- Deliver over 250,000 hours of education year over year following deployment
- Save the agency millions of dollars annually through enhanced competencies and capabilities
- Act as the cornerstone for a broad people management program

Sweden has a comprehensive social insurance program that provides a kind of social safety net for all Swedish citizens. When people need health or dental care, become disabled, require family or housing assistance, or retire, the Försäkringskassan — or Swedish Social Insurance Agency — oversees and administers benefits and allowances totaling more than 450 billion Swedish kronor (US$70 billion) annually.

With just 9 million residents spread over Sweden’s 450,000 square kilometers (174,000 square miles) area, Swedish Social Insurance employees work out of 320 widely dispersed offices to handle 200,000 contacts in person, by phone, by mail, or over the Internet in a typical day.

To improve the efficiency and effectiveness of its workforce, Swedish Social Insurance conducted a thorough review of learning solution providers and selected Saba Learning and Saba Collaboration through its Swedish partner, Comenius.

“The primary reason we chose Saba Learning was because it provided the broad functionality we needed, with high usability for our learners,” said Anders Söderberg, Human Resources Specialist for Swedish Social Insurance. “We also liked that we could configure the system without specialized programming skills, and that Saba Learning was accessible for people with disabilities.”

Anders Söderberg
Human Resources Specialist
Swedish Social Insurance Agency

“Saba has provided us a great solution that we can grow as our responsibilities increase. In a short time, Saba has become a familiar name for our employees.”

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Social to better connect people within the agency and Söderberg continued. “We are also interested in Saba in conjunction with the new functionality with Saba 5.5,” We will soon start to use Saba Centra Virtual Classroom “We recently upgraded to Saba Learning 5.5, SP2 Swe. are geographically dispersed,” Söderberg remarked. “We use Saba Collaboration for coaching and providing “networks” for instructors, learning coaches, and managers. The agency uses Saba Collaboration to host a number of and informal learning as a key component of its program. Swedish Social Insurance has also embraced collaboration and informal learning as a key component of its program. The agency uses Saba Collaboration to host a number of “networks” for instructors, learning coaches, and managers. “We use Saba Collaboration for coaching and providing support for new employees as well as for employees who are geographically dispersed,” Söderberg remarked. “We recently upgraded to Saba Learning 5.5, SP2 Swe. We will soon start to use Saba Centra Virtual Classroom in conjunction with the new functionality with Saba 5.5,” Söderberg continued. “We are also interested in Saba Social to better connect people within the agency and create communities of practice. This will help us not only extend our employees’ learning time, but also create more opportunities for reflection. In addition, we expect that decision-making will be improved and the agency will have a stronger culture and identity — making the agency considerably more attractive to employees and prospective employees.”

Projecting an Impressive Return on Investment

Swedish Social Insurance has not yet calculated an ROI from Saba Learning. But in addition to improving the overall quality and efficiency of the agency’s organizational learning process, management expects the Saba platform to enable the agency to reduce the average time it takes to handle a typical case by at least five minutes, due to improved competencies and capabilities. Multiplied by the enormous number of cases the agency handles annually, this equates to an expected savings of 25 million SEK (US$4 million). And that is just one of the approximately 50 benefits and allowances the agency administers.

“We also project that we will be able to reduce recruitment costs by 10% annually, due to greater efficiencies,” noted Söderberg. “We even expect a modest improvement in strategic planning and decision-making. Together, this will save another 12.5 million SEK (about US$2 million) each year.”

Enhancing the Employee Development Process

Swedish Social Insurance uses the Saba Talent Suite — integrated with Saba Learning — to enhance workforce planning, career and competency development, and recruitment. Once Saba Performance has been added to Saba’s unified Talent Management Suite, the agency will be able to better align specific employee goals with its strategic objectives, and also make the performance review process more relevant to employee development. “Saba has provided us a great solution with which we can grow as our responsibilities increase,” Söderberg explained. “We are very excited about using Saba Centra-supported virtual classrooms to further reduce travel for our people. In a short time, Saba has become a familiar name for our employees. We look forward to continuing to use the platform to achieve our critical long-term goals.”

About Comenius

Comenius is a consulting company with specialized competency within Human Capital Management (HCM). Future solutions within HCM will be based on technology and software from the world-leading suppliers. Comenius has chosen strategic partners who are leaders within their respective area.

Comenius has 10 years’ experience in implementing Saba for global and local companies. With their strong focus on usability and engaging user experience they extend the functionality in Saba and expand your business value with user-friendly interfaces and “Micro-apps.” Comenius User Interfaces and more than 100 “Micro-apps” can be used on any version of Saba. “We expand your business value and ensure you have a successful Saba rollout by providing you engaged and happy users.”

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