

Kela — AI document pre-processing for benefit applications (Finland)

AI in the Public Sector · Good practice · Finland

Quality score: 80/100

Evidence strength: Descriptive / self-reported

Summary

Kela automates the pre-processing of documents submitted with benefit applications — classifying, converting and routing attachments — saving an estimated 38 full-time equivalent years of caseworker work annually across Finland's national social security system.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	3/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	3/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-21

[Kela \(Social Insurance Institution of Finland / Kansaneläkelaitos\)](#) — accessed 2026-06-21

[Kela AI register \(official\)](#) — accessed 2026-06-21

[OECD: Building an AI-Ready Public Workforce 2026](#) — accessed 2026-06-21

[Finland Chancellor of Justice — automated decisions review \(2020\)](#) — accessed 2026-06-21

Cite this — Evidoria. *Kela — AI document pre-processing for benefit applications (Finland)*. Persistent ID: 4d220002-7031-4c6e-bb37-a998328cae29.