

The background of the top half of the page is a photograph of a large field of yellow and red tulips in the foreground. In the background, there is a large, multi-story brick building with several windows and a curved architectural element. The sky is clear and blue. The text "The City of Raisio launches a people-first path to AI with Microsoft 365 Copilot" is overlaid on the image in a white, sans-serif font.

# The City of Raisio launches a people-first path to AI with Microsoft 365 Copilot

The City of Raisio partnered with Sogeti to launch a new strategy, setting in motion a people-first AI journey supported by a safe learning environment and shared learning

**Client:** City of Raisio

**Region:** Finland

**Industry:** Public sector

**Client challenge:**

As part of a new city strategy, Raisio set out to provide government employees with the technology and training needed to use AI effectively and safely.

**Solution:**

The city partnered with Sogeti, part of the Capgemini Group, which helped to define governance for the use of AI and establish a training program that helped educate and empower employees.

**Benefits:**

- Acceleration of common tasks
- Greater awareness of the impact of AI
- Thorough and adaptive AI-focused training

In the city of Raisio, the introduction of AI put people – not technology – at the heart of the project. When the city’s strategy elevated data to make it a key enabler of everyday work, it sparked a learning journey, driven by Microsoft 365 Copilot and human-centered change management, that ensured progress was made safely, gradually, and with a shared learning spirit.

## A strategic starting point: Turning data into a daily asset

The new city strategy emphasized using data more effectively in both everyday work and decision making as well as investing in employee development. To support this strategic direction and ensure that it could come into effect in 2026, the Raisio launched a development initiative in autumn 2025 aimed at strengthening employees’ digital skills and their ability to use generative AI in daily processes.



*“Compared internationally, a Finnish city is a highly multisectoral organization that serves residents and businesses in a wide variety of situations while also collecting a vast amount of information—information that it has not yet been able to be fully utilize*

*to create maximum added value for residents. Artificial intelligence is coming—whether we want it or not. The situation is similar to the early days of the Industrial Revolution, when the spinning jenny was feared.*

*I believe that the organizations and employees who approach AI with curiosity will be the ones who maintain their relevance in the future. In Raisio, we want all employees to join us on this journey toward the future, and that is why we launched this development project. At the same time, we are building a more efficient public administration that serves residents better.”*

**Eero Vainio, Mayor, of City of Raisio**

The goal was to ensure municipal employees could safely and confidently tap into the technology’s potential, reducing the time spent on information searches and routine content creation, and enabling users to focus on other core tasks.

The initiative had three primary objectives. First, the city wanted to create a safe and supportive learning environment that acknowledged the wide range of roles across the city and allowed everyone to learn at their own pace without pressure. Second, the city wanted to begin a cultural shift that would make AI tools a natural part of everyday work and shared practice across the organization. Third, the city wanted to understand employees’ needs for future development work.

*“As an employer, our most important task is to enable our people to succeed. With this project, we wanted to give employees the tools and support they need to make their work smoother and promote well-being at work.”*

**Eero Rostiala, CIO, City of Raisio**





## A three-stage learning model for a smooth and confident rollout

To support this learning journey, Raisio chose to partner with Sogeti, part of Capgemini, which impressed the city with its strong expertise in AI and Microsoft technologies, combined with a practical, human-centered approach. Raisio especially appreciated that technology and change management were treated as inseparable components of the same transition.

*"We chose Sogeti because we felt they were the right partner to help us transform our organizational culture, while their strong technical expertise in the tools also played an important role. We found a shared understanding early on — they focused first on our needs and goals, and only then proposed a way of working that genuinely supported them."*

**Eero Rostiala**, CIO, City of Raisio

The project began with Microsoft 365 Copilot licenses already purchased, but the city wanted to ensure the rollout happened in a controlled way that truly supported everyday work. Together with Sogeti, Raisio built a clear, gradual learning path that allowed employees to adopt Copilot at their preferred pace and with practical examples grounded in their own work.

Because the project included employees from very different functions — from education and infrastructure to HR and communications — Sogeti first conducted a thorough assessment of each

group's needs. Based on this understanding, the learning path was designed around three key elements:

- **Introductory training for the whole organization:** giving a shared understanding of Copilot's possibilities and basic rules.
- **Role specific workshops:** hands-on exercises built around real work scenarios.
- **Opportunities of automation:** an introduction to process automation and a view into the future of knowledge work.

In addition to live training, Sogeti provided Raisio with a comprehensive set of materials to support ongoing learning long after the project ended. Moreover, the partners co-created the city's AI usage guidelines to ensure a responsible culture in which privacy and security are naturally embedded in daily practices.

*"The whole program was exceptionally well designed from the start. The materials were high quality and carefully prepared, and there was plenty to support different learning situations. The trainers' professionalism and flexibility created an environment where everyone could progress at their own pace and revisit the content whenever needed."*

**Minna Taatila**, Digital Pedagogy Specialist, Project Manager, City of Raisio



## Experimentation and training form a foundation for success

Pre- and post-project surveys showed that training significantly reduced hesitation and helped employees understand both the potential and limitations of AI. Tailored content enabled practical learning, and trainers created a safe, encouraging atmosphere where participants openly shared experiences and insights — including through peer learning.

One participant described the experience: *"It's been a fascinating journey! I personally started from zero. This training was truly necessary. Copilot has now become my everyday assistant without replacing my own creativity or writing skills."*

Project management and communication were also praised: the schedule was flexible, materials supported self-study, and both organizations ensured coordinated communication and smooth execution.



The pilot phase confirmed that Raisio can adopt modern tools in a way that is agile, strategic, and, above all, human. Commitment from leadership and employees' positive attitudes created a strong foundation for further development. Having driven its adoption of AI, the city can now expand the technology's impact and bring even greater value to the employees and its citizens.

*"The project gave us valuable insight into how people really work and what they truly need. Through observation and open dialogue, we identified skill gaps that surveys alone would never have revealed. Now we have a clearer direction for how to develop our training and support our staff so everyone can advance in their AI journey from their own starting point."*

**Eero Rostiala**, CIO, City of Raisio

*"The project progressed positively because success was built together, and any potential challenges or issues were addressed immediately. Sogeti's strong expertise combined with our strong project management skills and commitment ensured the change became rooted in everyday work. When the partner performs their work diligently and the client invests in the change with their best people, results follow."*

**Eero Rostiala**, CIO, City of Raisio

## Continuing Raisio's AI journey

The impact of the training was visible quickly. Almost 100 employees participated in the program and began using Copilot, but the benefits extended far beyond them. Open access to materials and continuous exchange of experiences strengthened digital capabilities across the entire organization.

### Copilot helped employees to:

- produce documents more easily and with better quality.
- summarize large amounts of information into clear overviews.
- search for information more efficiently across internal and external sources.
- manage emails and communication more effectively.

*"Sogeti has proven to be a trustworthy and approachable expert partner that combines deep expertise with warm interaction and the patience a good trainer needs. They created a safe atmosphere where people felt comfortable learning, asking questions, and even getting frustrated at times without the trainers being thrown off. That built real trust."*

**Minna Taatila**, Digital Pedagogy Specialist, Project Manager, City of Raisio



## About Capgemini

Capgemini is an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organisations and make it real with AI, technology and people. With our strong heritage of nearly 60 years, we are a responsible and diverse group of 420,000 team members in more than 50 countries. We deliver end-to-end services and solutions with our deep industry expertise and strong partner ecosystem, leveraging our capabilities across strategy, technology, design, engineering and business operations. The Group reported 2024 global revenues of €22.1 billion.

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