



VINCE

Virtual Integration Home

**Co-creation with
migrants and organizations**

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– Arki täynnä pieniä ihmeitä –

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**Länsstyrelsen
Östergötland**

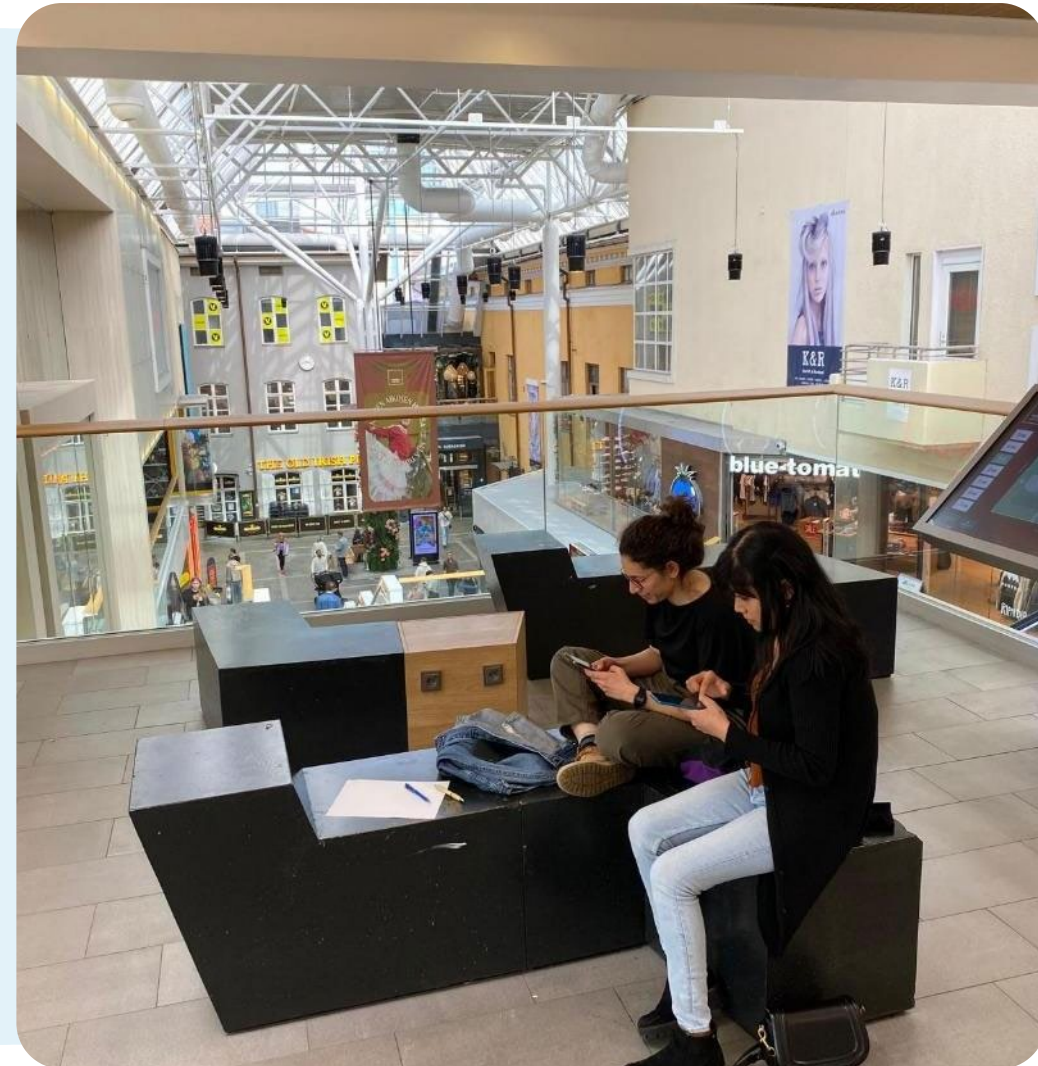
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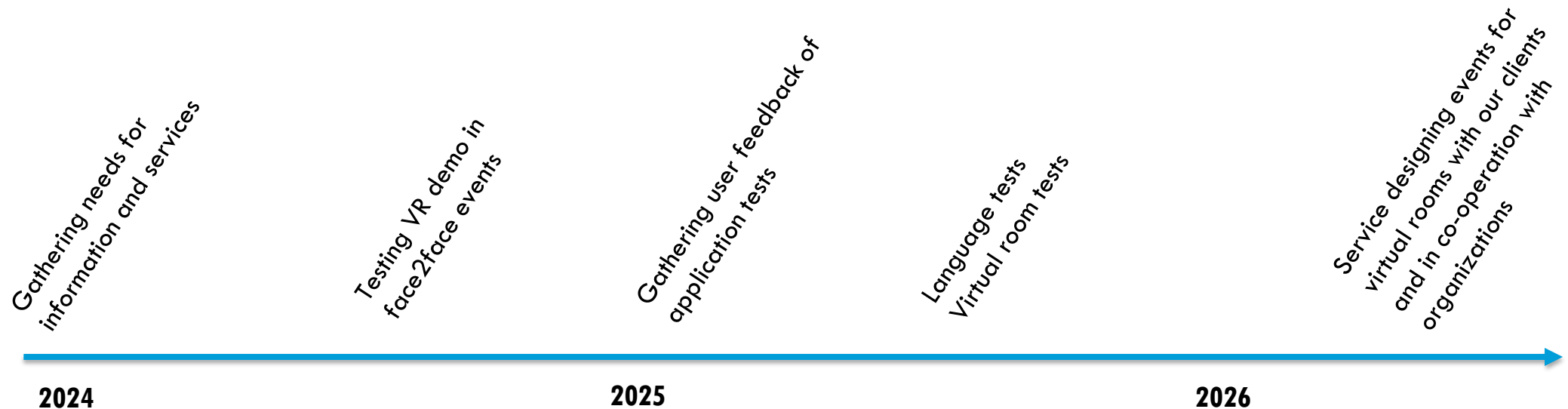
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Service design with migrants

Sateenkaari Koto ry has been working with hundreds of migrants past two years understanding their needs for information and services, gathering their feedback of the application and designing events for virtual rooms.



From client needs to services

Gathering the needs from migrants

2024 Sateenkaari Koto organizing workshops for migrants to gather information about their

- subjective dimensions of wellbeing
- needs of service and information
- digital skills

Workshops were held in Community Point Mustikka and in Turku area in co-operation with organizations.

With this we wanted to ensure that our understanding of our clients needs was up to date and correct.



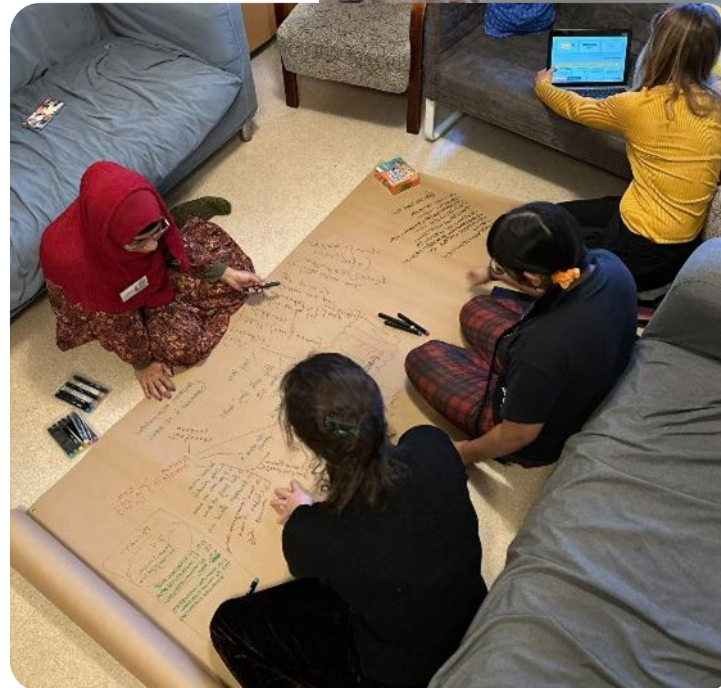
From needs to concepts

Social orientation events

Wide information need - social orientation as a virtual room concept - first tests at Verso evenings at Community Point Mustikka in autumn 2024-winter 2025.

What we learned:

- Especially those who just arrived in Turku needed help adapting to the new environment.
- Information about job search is important for a larger group of people.
- Creating materials is time-consuming, but the materials can be used by several different customer groups. The material is widely available online.
- The materials must be designed to fit the available digital platform and devices.



Gathering the user feedback

Testing VINCE application

Test locations:

- Wellbeing days of different organizations
- Language schools
- Multicultural events
- Community Point Mustikka
- Individual meetings in everyday environments

Test results were sent to TUAS FIT-team for further development of the application.

Observing and interviewing

- Usability of the app
- Bugs
- ideas and thoughts of test users
- User experience
- Quality of the translator and ask AI, virtual room functions



Benefits of VINCE in NGO's work

Strengthening inclusion, higher quality support for integration paths

- Increasing the agency and participation of migrants, which can reduce the need for service guidance in low-challenge themes
- The freed-up time can be used to strengthen the quality of customer encounters;
- AI based information access makes the services of the field of organizations more visible to migrants: right customer finds the right service more easily and quickly;
- Virtual rooms offer the development of new types of digital services and the opportunity to get to know Finnish society in diverse virtual spaces.

Case Study: Rwanda

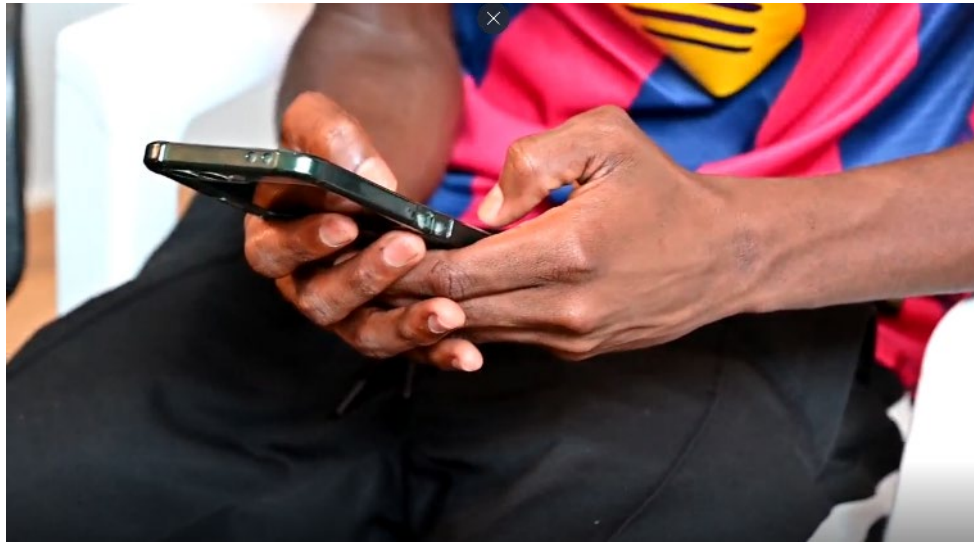
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Country Administrative Board of Östergötland, Sweden





THE DANCEKABARE
KENZI WAINE, BECHE AGADRO
L'ESPONNE
MUSICA
AFRICANA
LA MUSICA DEL MONDO
LA MUSICA DEL MONDO
LA MUSICA DEL MONDO



ضع دائرة حول إجابتك

العمر: < ٢٠ عاماً ٢٠-٣٥ عاماً ٣٥-٥٠ عاماً > ٥٠ عاماً

الجنس: أنثى ذكر غير ثنائي لا أريد الإجابة

المعرفة التقنية: ★ ★★ ★★★★★

أحب التطبيق →

التطبيق سهل

الواجهة سهلة

الترجمة سهلة

الغرف الافتراضية سهلة

أريد استخدام التطبيق

.. قبل (أقومي إلى) السويد

... في السويد

Questions?

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Thank you!



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