

Greetings from Headstart,

I would like to take this opportunity to focus on the challenging issue of innovation. It is an awe-inspiring term that is often used on pretty insubstantial grounds. According to its definition, there are two kinds of innovativity: ground-shaking or radical innovations, and those based on long-term product development brought about through gradual changes. It is hard to define precisely under which category the products introduced in our Newsletter fall. On one hand, they contain revolutionary components, such as the way we use a new method of combining the different components of open source code, while on the other hand some of our products develop gradually, as we learn more about our clients' needs and the possibilities afforded by technology. For example, a while back it occurred to us that our purchase invoice circulation tool enables us to solve another problem: the necessity of archiving documents. Technically, the operation is the same as that required for saving an image of the invoice, but with a different file format.

Perhaps more often, however, innovativity is linked to procedures. I believe that the questionnaire tool we use in the preliminary assessment of the SAP version update is a very innovative way of collecting information. It has allowed us to improve our battery of questions through learning from previous projects, to en-

sure that all necessary questions are addressed, and at the same time to give you the option of answering the questions at a time suitable to you. Innovativity should make the world a better place, and at least in this instance, it works.

Sometimes, innovativity consists of very small things: it might be an elegant and simple solution that facilitates daily work, or an idea of where a solution may be found for a problem. The good news is that all this is also available to you: if the above inspired a new thought, perhaps on a questionnaire tool for internal, client or supplier communication of a business, please do tell us. We have a large selection of tools that we may be able to apply to solve even problems we have not yet heard about from you. In addition to our straightforward approach, we at Headstart are open to change, meaning that we frequently question the standard practices in our sector. So, do challenge us, and we'll see if our tool kit might contain an innovation also for you.

Best wishes for the autumn,

Jussi



Managing Director
Jussi Peltonen

Strengthen
your team
with
Headstart
solutions

Are You Facing an SAP Version Upgrade?

Are you still using SAP Version 4.6? Maintenance support of this version will be discontinued at the end of 2008. If you have not yet considered a version upgrade, you can now leap ahead easily and conveniently with Headstart's help. Headstart has developed a tool, a form, which you fill in to enable us to help you to plan the schedule, costs and necessary resources for the version upgrade.

Headstart will provide you with a preliminary estimate if you fill in the online questionnaire on the current status of your system and hardware. Kurt Främling, Antti Hemminki or Johanna Lipponen will supply a link to the questionnaire and additional information in issues related to the version upgrade.

You may also contact our customer service team about budgeting – we will help you plan for next year in realistic terms regarding scheduling, resources and costs. Team play will help you move on to a new SAP version painlessly!

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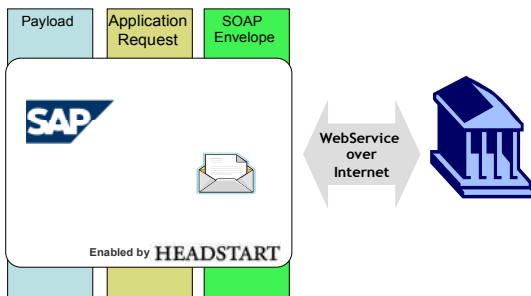
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New from Headstart

Headstart Payment Message for your banking connection

SEPA is coming and national payment methods will be discontinued, with the transition period to the end of 2010. Are you prepared?

Credit Transfer Process



The processes will be simplified and data security improved with WebService bank connections. With Headstart Payment Message, you will manage sending and receiving of payment messages from your own operations management system, without a separate banking application.

Headstart Purchase Invoice – purchase invoice processing now a service

We also provide electronic purchase invoice processing as a service. You may opt to use Purchase Invoice either as a whole or as sections to suit you. The choice of sections includes reception and scanning of purchase invoice, conversion from image to data, filing, circulation and approval, and transfer of the entered purchase invoice data into the operations management system.

Ostolaskun käsittelyä palveluna



We are currently seeking pilot clients for Headstart Purchase Invoice. You may sign up as a candidate by 15 September 2008 to Johanna Palviainen. As a pilot client, you are one step ahead – and you can influence the end result!

For further information regarding Payment Message and Purchase Invoice kindly contact:

Johanna Palviainen: johanna.palviainen@headstart.fi,
050 3123 488

Headstart Training Provision Expands

New On-track Training courses starting!

Three new training courses for quality management (QM) are coming:

- Foundations of quality management and quality planning
- Quality control
- Quality notifications

New course for strong production know-how:

- Material requirements planning

To complement logistics know-how:

- Transport planning

Headstart also has a course for persons specializing in SAP training. The course provides tips for learning, conceptualization of wholes and phasing for a training session.

The course **How Best to Learn SAP** is aimed at persons working in:

- internal training and support
- roles related to system adoption and teaching new functions
- Helpdesk roles

There are now 34 On-track Training courses

Each course takes one day. The On-track Training concept covers standard courses as well as client-specific training.

The course descriptions are in the training section of our website, at

<http://www.headstart.fi/d/fi/koulutus>

<http://www.headstart.fi/d/fi/kurssit>

The Mapping Block keeps you on track – use the Headstart Mapping Block to establish the skill needs of SAP end-users

Headstart has developed the Mapping Block to help you to assess the training needs for your organization. Answering the online questionnaire may take a moment of your time, but in return you will receive an analysis to help you offer SAP end-users more precisely targeted and needs-led training.

The battery of mapping questions and the analysis are free of charge until the end of October. The training plan and actions are implemented together with an agreed schedule and methods.

Interested? Contact Ami Ilomäki, tel. +358 (0)40 417 6107 or ami.ilomaki@headstart.fi . "Training always pays"

Headstart Helpdesk Improved and Service Hours Extended

Headstart Helpdesk provides an improved service to our maintenance clients, as we have extended our service hours. We will now provide the service Monday to Friday 8 am – 6 pm, when Helpdesk ensures your peak performance!

The new head of Headstart Helpdesk is Eija Hangasoja, who is responsible for the Helpdesk processes and quality. Eija started her new job on 1 September 2008.

Headstart Strengthens Its Team

The Headstart team has gained in strength since the last Newsletter. Below brief introductions of our new staff members:

Eija Hangasoja:

Eija started at Headstart in April as Project Manager and she is responsible for Helppi helpdesk services as well. She worked previously at ISS in a similar job.
Eija's contact details are: **+358 (0)50 4411 530**,
eija.hangasoja@headstart.fi

Johanna Hilpinen:

Johanna is an experienced SAP professional whose speciality is among others quality management, QM. Johanna's previous employers include Hartwall.
Johanna's contact details are: **+358 (0)40 566 6935**,
johanna.hilpinen@headstart.fi

Tiina Holmberg:

Tiina is an experienced SAP consultant in logistics. Her previous employer was Soltec.
Tiina's contact details are: **+358 (0)40 760 9795**,
tiina.holmberg@headstart.fi

Hanna Kettunen:

Hanna is Headstart's new financial assistant, responsible for invoicing among other duties.
Hanna's contact details are: **+358 (0)44 551 4467**,
hanna.kettunen@headstart.fi

Stefan Östman:

Stefan is starting as Headstart's Financial Director on 15 September. He comes to Headstart from Paulig.
Stefan's email address is: stefan.ostman@headstart.fi

Kurt Främling: Kurt augments Headstart's customer service team in the role of Sales Manager. His previous appointment was with Ensto in a similar position.
Kurt's contact details are: **+358 (0)44 544 0640**,
kurt.framling@headstart.fi

Kari Lehtinen: Kari is Headstart's Linux and virtualization specialist, as well as heading the development of Payment Message and Purchase Invoice Circulation.
Kari's contact details are: **+358 (0)44 551 4460**,
kari.lehtinen@headstart.fi

Antti Kujala: Antti's role at Headstart is as systems specialist and in sales support. He has previously worked at Tietoasema in business sales.
Antti's contact details are: **+358 (0)44 551 4462**,
antti.kujala@headstart.fi

Jarno Taipalus: Jarno works at Headstart as software designer, as well as heading the development of Payment Message and Purchase Invoice Circulation.
Jarno's contact details are: **+358 (0)44 551 4463**,
jarno.taipalus@headstart.fi

Tero Haasiomäki: Tero is Headstart's systems specialist for Linux and SAP environments.
Tero's contact details are: **+358 (0)44 551 4464**,
tero.haasiomaki@headstart.fi

"Successful teams want to succeed and love to work for their goal!"

More Game Room?

Is your business wasting resources? Instead of maintenance, do you want to make use of outsourced services? In our spring Newsletter, we introduced our new service, Headstart Game Room.

One of the most useful applications of Game Room is migration of SAP systems onto the cost-effective, efficient and secure Novell SUSE Linux operating system and MaxDB database platform, on which SAP's own development work is done. The SAP Developer Network (SDN, <http://sdn.sap.com>) is also implemented on it.

SAP's new tools allow easy and trouble-free migration onto the new platform. The new platform enables you to cut license costs for the operating system and database, as well as server costs through virtualization. For example, the price of the SAP MaxDB is 5% of the cost of the SAP license, compared to Oracle's 11%. Licensing of the SUSE Linux Enterprise Server is per server, so the licenses for virtual machines do not cost extra.

Open the game by contacting
Jukka-Pekka Kiiluseen, jukka-pekka.kiilunen@headstart.fi, 0400554007
Antti Hemminki, antti.hemminki@headstart.fi, 0451318472

Partnership of Headstart and Novell

We play in the same team as Novell, as we are a Novell Silver level partner. We work in close cooperation with them in service and product development. We also supply licenses for Novell products.

Contact us and together we will find the most suitable solution for you.

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