

# HEADSTART

## Summer Letter

Newsletter no. 2

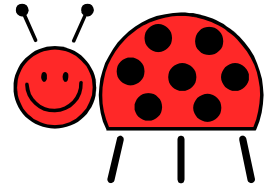
18.6.2009

page 1 / 2

### Summer Greetings to Headstart Customers

Thank you for all the projects we have carried out together during the first half of 2009. This year has been just as demanding as the general financial situation has indicated, but summer is, never the less, the time to rest and charge our batteries. We at Headstart will be on call all summer, so do not hesitate to contact us if you need assistance with SAP during the holiday period. Headstart Helpdesk will be on call as usual, and our Customer Service is also available throughout the summer.

While waiting for the sun to emerge, the entire Headstart team wishes you happy holidays.



Strengthen your team,  
choose Headstart

### Headstart Enters into Global Alliance — United VARs

Headstart has joined the global alliance of United VARs – a global network of the world's leading SAP value added resellers (VAR). United VARs is a tight and long-term oriented community of leading SAP partners from around the world who have two things in common - excellent industry specific know-how and extensive SAP experience.

United VARs' members are familiar with the small and medium enterprises (SME) market, specifically in the discrete manufacturing industry. Today, United VARs has members in 43 countries and through this international network we can deliver support to international customers.

"Through United VARs, we have in our network more than 10 000 consultants around the world. This alliance enables us to provide services to our customers globally in global SAP projects as well as customer specific local support and services. Additionally, we are building a partner channel for our own products, such as the Stock Optimizer, and in this partner channel the members of United VARs will play a key role" says Heikki Kuusirati, the managing director of Headstart.

For further information, please visit the United VARs website: <http://www.united-vars.com/index.htm>.

### Value Added Tax Reform on Food

### Supplies Takes Effect in October 2009

The VAT on food supplies is reduced as of October 1, 2009 from seventeen percent (17%) to twelve percent (12%). The new twelve percent tax rate is applied if the goods sold are delivered or the tax responsibility otherwise arises on or after October 1, 2009.

Ask a quote from the Headstart Customer Service team for the necessary application updates that enable the use of the new tax codes.

### Summer Contact Information of Headstart

Headstart Helppi helpdesk is open on weekdays at 8.00 - 18.00 and during 6.7.-31.7.2009 at 8.00 - 16.00. You can contact us at:

[www2.headstart.fi/helppi](http://www2.headstart.fi/helppi)  
[helppi@headstart.fi](mailto:helppi@headstart.fi)  
p. 010 834 6010

### Customer Service Team

Atte Schrowe:  
[atte.schrowe@headstart.fi](mailto:atte.schrowe@headstart.fi), tel. 050 528 6069

Pasi Heikura:  
[pasi.heikura@headstart.fi](mailto:pasi.heikura@headstart.fi), tel. 040 509 0258

Johanna Lipponen  
[johanna.lipponen@headstart.fi](mailto:johanna.lipponen@headstart.fi), tel. 0400 914 325



### In this Newsletter

Summer greetings to Headstart customers	p. 1
Headstart enters into global alliance - United VARs	p. 1
Value added tax reform on food supplies takes effect in October 2009	p. 1
Summer contact information of Headstart	p. 1
Results of the Customer Satisfaction Survey	p. 2

## Results of the Customer Satisfaction Survey

Thank you very much for answering our Customer Satisfaction Survey. Your responses are very much valued and appreciated! The Survey showed that 87,5% of the respondents were either very or extremely satisfied with our expertise and the same amount of respondents thought that Headstart's service compared to our competitors is either equal to or somewhat better than theirs. Accessibility of

Headstart services was valued as good or excellent by 70% of the respondents and the corresponding figure given by the users of Headstart Helpdesk was amazing 100%! Thank you for the positive feedback we received!

In Reliability of deliveries and Uniform quality of service, the level we reached was at least on the satisfactory level – 75% of the respondents had graded Reliability of deliveries as 3 or more and the corresponding grade was given for Uniform quality of service by 87,5% of the respondents. During the past year, we have especially concentrated on improving the reliability of our workload estimates. The Survey shows that we have accomplished improvement on this field, and the reliability of our workload estimates has grown 10% compared to previous year. We will still continue to improve all these aspects of our service.

Based on your response, our special goal for this year is to improve our interaction and communication with you. In the autumn, we also plan to arrange a round table discussion between you and Headstart.

The next Customer Satisfaction Survey will be conducted in September-October timeframe, so let's see what you think of our improvements by then. Once again, thank you ever so much for your responses, both positive and negative feedback helps us to become better servants for you and your business.

### Quotes of the feedback we received in the Customer Satisfaction Survey:

What facts are you satisfied with when doing business with Headstart?

- High level of expertise, friendly service. In some matters, it does pay off to listen to the needs of the customer.
- Quick reaction to issues arising. Clear and well-founded replies. The core issue is found quickly and you easily find the "same wavelength" with the customer.

In addition, Headstart Helpdesk was especially complimented for the following:

- Service requests were opened quickly
- Fast reaction to requests, even though the jobs would not have agreed schedules.
- If the phone call is not answered you always get a reply call very quickly.

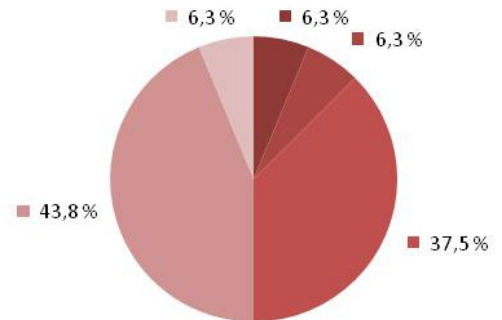
What do you think Headstart should do better in the future?

- Headstart could arrange gatherings together with its customers.
- Demand the customer to define the task so that Headstart can give reliable and competitive delivery time and workload estimate.

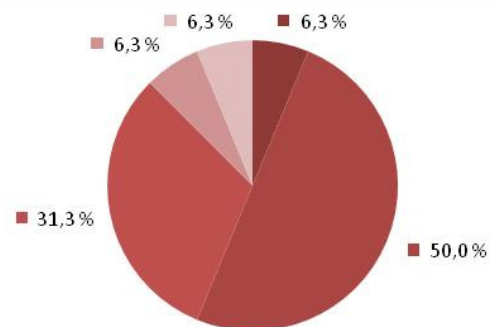
### Rank:

- Excellent/ A lot better than other SAP suppliers' services
- Good/ Somewhat better than other SAP suppliers' services
- Fair/ Equal to other SAP suppliers' services
- Weak/ Somewhat poorer than other SAP suppliers' services
- Poor/ A lot poorer than other SAP suppliers' services

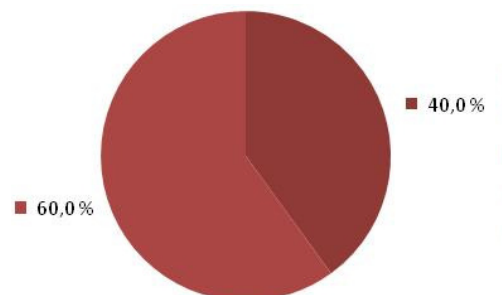
### Headstart expertise:



### How would you evaluate Headstart's services compared with other SAP suppliers' services:



### Accessibility of Headstart Helppi services:



### Quality of Headstart Helppi services:

