

Newsletter

Season's Greetings from Headstart

This year has been challenging for all of us. Since the beginning of the autumn, we have started hearing cautiously positive news from our customers and the future seems brighter than the darkness of December. After Christmas days start getting brighter and we hope the same for the coming year for all of our cooperation partners.

A lot has happened at Headstart this year: in the beginning of the year we changed our company structure, after which Headstart Ltd concentrated on offering SAP solutions and services. Our sister company Centilane Ltd offers tailored IT services and expert consultation for agile software development, while Headstart Group acts as the parent company of the Group.

During the past year we have concentrated on offering SAP consultancy services. In the future, we want to offer even more comprehensive services, so that our customers can benefit from our expertise for the whole life cycle of the solution. Therefore in addition to new features implementation, from now on we offer more extensive user support services, system development, and optimization. Optimization can mean hardware environment updates or transfer to a more cost-effective environment, further training for users, or basic information optimization for example by using our Stock Optimizer solution. In addition, we have just reached an agreement with Enfo Plc according to which they will outsource the maintenance of their

SAP system operations to us. At the same time, a part of their personnel will be transferred to Headstart as of January 1, 2010.

Despite the challenging year, we have gained several new customers and now at the end of the year I would like to thank them for the trust based on which they have chosen Headstart as their partner. Our job is to prove every single one of our customers every day that we are worthy of that trust. We will keep investing in professional operations and high-quality services also in the future.

Instead of Christmas greetings, Headstart has traditionally made a donation to a charity organization. This year our donation goes to Child and youth phone of the Mannerheim League for Child Welfare. This service offers a listener for any child or youth who needs advice or wants to tell his or her worries or joys to a reliable grown-up.

Already waiting for a brighter spring, we here at Headstart want to wish you a Merry and Relaxing Christmas!

Heikki Kuusirati

Headstart has strengthened its troops

Headstart has gained new reinforcements during the autumn. Here is a short presentation of the latest additions to our organization:

Jarkko Lohi

Jarkko started at Headstart in the beginning of November. He is a very experienced SAP consultant for controlling (CO) and therefore strengthens Headstart's product cost controlling and customer service (CS) expertise. Earlier Jarkko has worked for IBM and Acando, among others. You can reach Jarkko by phone: +358 400 934 673 and by email: jarkko.lohi@headstart.fi.

Maikki Rautalahti

Maikki started at Headstart on October 1. Just like Jarkko, Maikki is also a very experienced SAP logistics professional with Materials Manage-

ment as her field of special expertise. Earlier Maikki has, among others, worked for Fujitsu. You can reach Maikki by phone: +358 50 554 9138 and by email: maikki.rautalahti@headstart.fi.

Kimmo Bister

Kimmo started at Headstart as a sales manager at the end of August. Earlier, he has had similar positions at for example Fonettum, Solteq, and Teleperformance Finland, and as a private entrepreneur. Kimmo's expertise includes solutions for cash management. You can contact Kimmo by phone: +358 44 544 0696 and by email: kimmo.bister@headstart.fi.

Tax changes for service companies from the beginning of 2010.

Starting from the beginning of 2010, tax liabilities are changing for companies selling and buying services in the EU area. As of January 1, 2010, monthly reporting of service sales as well as taxes and their correctness are always the buyer's responsibility.

The new demands for service sales across the state border include: the service sales have to be itemized, the buyer bears the risks of incorrect VAT deduction, the buyer has to report service sales every month, and the reporting responsibilities of the service seller increase.

New regulations include but are not limited to the following services:

- goods related work services and transport services
- agency services
- advertising services
- consultancy and product development services
- IT services, design services
- immaterial services

These reforms also have an effect on companies' information systems, as well as reporting needs, and the systems should be accommodated to these changes before they take effect.

How can Headstart help you with these tax changes?

Headstart has packed the updates a SAP system needs to one complete solution. The solution includes an analysis of your company's needs in the light of these VAT changes, and a SAP system update to accommodate new tax reporting demands for sales, purchases, and financial management.

Our solution includes the following:

- We analyse your company's sold and purchased services.
- We determine how these regulations will influence your sales and purchase actions.

- We determine the necessity of your present VAT registrations.
- We initiate an update process for your own financial management system (to include the new VAT regulations).
- We train your financial management as well as your sales and purchase management personnel.
- We determine the influences these regulations have on your product and project pricing and contracts.

Ask Headstart for an offer.

SEPA is coming - are you ready?

Single European Payment Area, better known as SEPA, was initiated in January 2008. Complete and united euro payment area is targeted to be ready by the end of 2010. SEPA sets new demands for SAP systems and brings along several changes for financial management processes and practices.

Headstart has assembled a one day workshop that concentrates on SEPA changes and will help you to streamline the necessary changes and start acting on them. The workshop gives you clear understanding of the SEPA plan and the possibilities it brings and the changes it requires in your SAP system.

Headstart's appearance is renewing

At the moment, we are renewing the appearance of our web site, newsletter, and other material. The changes have already begun and will continue for the first quarter of 2010. In addition to new layout, our web site will also undergo operational changes. The aim of the changes is to help our customers find new ideas and information on our services, current happenings, and our company easier than before.

Virtual Headstart

In line with the growth of social network services, Headstart is also present in the following forums:

Linkedin www.linkedin.com
Facebook www.facebook.com

Check out, participate, interact and be impressed.

Headstart Customer Service contact information

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**Merry Christmas and Prosperous
New Year 2010!**

Headstart folks