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Mark Information

ProMark/k-TIME conferences

We would like to thank everyone who took the time to help us assess whether an international ProMark/k-TIME user conference might be of interest to our customers.

In the light of your responses, we have concluded that there is at present no demand for an international ProMark/k-TIME user conference. In future, user conferences will continue to be held at a local level, and we will get back to you as soon as possible with more details.

[Read all about the conclusions and SEE WHO HAS WON an iPod.](#)

User groups

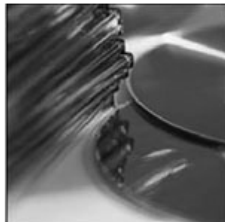
If you should be in any doubt as to the value of being a member of a ProMark/k-TIME user group, just read this story from JAI, which is full of good reasons for why you should participate in the user group dealing with ProMark/k-TIME.



[Read the story...](#)

[General info about user groups - log on to Mark+](#)

ProMark/k-TIME backup



Do you take backups of your ProMark/k-TIME database – and have you checked that they have really been made?

In your ProMark/k-TIME server you will find a directory named backup under ProMark. Provided your standard backup function is running properly, you will find a file here named mark.bk. Check here whether the time stamp is as expected. If it is not, Customer Support can help you with the set-up.

New customers

We are happy to welcome all our new customers:

- Denmark**
Deif A/S
Marine Travel A/S
Odense Marcipan A/S
Rexam

- Norway**
VVS Senteret Norge

- Sweden**
Arla Foods
BD Infusion Therapy AB
Danish Crown
Lantmännen Doggy
Lantmännen Kronfågel
TD Tech Data

Customer Support

Did you know that the hotline has changed named to Customer Support?

Contact us on toll-free phone tel. 0808 23 44 786.

Continued...

New faces we have welcomed since last time



Martin Andersen started on 1 August as an IT Support Engineer at the head office in Denmark. Martin has worked with IT support for Zitech, Multivision and the municipalities of Ledøje Smørum/Egedal.



Kenneth Back Schiønnemann started on 1 August as an Application Consultant in Denmark. Kenneth comes from a background in T&A with Lessor, and before that with Designdata, which also performs data collection. He has acted as an independent system consultant and is experienced in the payroll area and the project manager role.



André Gjertsen took up the post of new Application Consultant in Norway on 1 September. André comes to us from a position as application consultant as an SAP partner, where he worked on the implementation, set-up and support of SAP Business One solutions, including payroll systems. André is a qualified economist specialising in marketing.



Gitte Pryds Pedersen took up the post of Customer Service Chief Accountant at the head office in Denmark on 8 September 2008. Gitte has experience in all aspects of customer services, sales administration and logistics from Lemvig-Müller A/S, RMIG A/S and Citroen, and she has been responsible for hardware and software support, service agreements and global projects.



Mia Toll joined the company on 1 October as a Sales Consultant in Sweden. Mia has worked on sales and marketing throughout most of her career, primarily within the IT, telecom, information security and electronics areas. Her last employment was at Lyreco.

Best regards

Tommy Nygaard Hansen
Mark Information UK

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Dear ProMark customer,

Thank you for taking the time to help us evaluate whether or not an international ProMark user conference might be of interest to our customers. We have received only 297 responses to the survey, which was distributed to 1,238 people. However, we believe that the fact that these responses show a common tendency suggests that this response group is extremely representative.

In the light of your responses, we have concluded that there is at present **no demand** for an international user conference organised by ProMark. This may be explained by the following considerations:

- **Language**
For most users, it is very important that the conference should be held in their local language.
- **Duration**
The vast majority of the responses indicate that our customers would not wish to spend more than one day at the conference.
- **Costs**
Here, too, we find that the overwhelming majority of responses indicate that the cost increase associated with a conference of a more lengthy duration would be too great – particular emphasis was placed here on potential travel and subsistence costs.

In contrast to the above, there was extraordinary consensus that user conferences should be held in the spring, rather than in late autumn. We have put this on our list of changes to make in the future.

We made a pledge that we would put the names of those whose responses we received into an exciting prize draw to win an iPod Shuffle. We have the pleasure of being able to announce the names of the winners here:

- UK: Paul Cusworth, Cleveland Bridge
- DK: Jane Baage, Metroservice
- NO: Vigdis G. Reigstad, Rolls-Royce Engine
- SE: Lena Lundbäck, Billerud Karlsborg AB



CONGRATULATIONS! The prizes will be sent/delivered to the winners shortly.

Once again, many thanks for your participation,

Best regards

Tommy Nygaard Hansen
Mark Information UK

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