



Time flies. But we cannot complain, since 'understanding time' is at the very centre at Mark Information. Now that we can look back at 2007 – a year with growth and profitability, it has provided us with a year of many fine experiences together with our faithful customers, and a welcome to many new customers. A year with many exciting challenges, the occasional defeat and many victories.

Now we have started an exciting 2008 at full speed. We have released the new ProMark Mobile client. Portals and further, exciting, new functionality will be introduced during Spring. We have also started developing our comprehensive new module for shift and staff planning.

All of these changes provide for exciting times ahead and for that reason, I hope that you have enjoyed your Easter holidays and were able to relax and spend some relaxing quality time with your friends and family.

Best regards

Tommy Nygaard Hansen  
Country Manager

### Big advantages with Central Hotline's new telephone system



During the last couple of months, Central Hotline has introduced a new telephone system. Expectations were high, but actual results have been overwhelming, with big advantages for customers as well as for Central Hotline staff.

- Using a visible 'status monitor' our consultants are able to keep track of queuing calls
- With the new system it is possible to keep track of older calls – giving the consultant the opportunity to call back to the customer.
- A clear overview of which consultants in Central Hotline have logged into the telephone system.
- Central Hotline is now able to handle twice as many calls as before the introduction of the new telephone system.
- During the next months a new feature will be implemented, giving the customer immediate information of his/her position in the call queue.

### Visit Mark+ Extranet for customers and partners

In Mark+ you will find detailed information about ProMark versions/releases, user manuals and documentation, information about subject related groups and a forum for you, as a ProMark / ProTime user. Visit: <http://www.mark-info.com/extranet/>.

If you do not already have a password for Mark+ you can order one via this link. If you have forgotten your password, simply send an e-mail from the same page and you will immediately receive a return-mail with your password.

#### A warm welcome to our new customers:

##### UK

Fruit First  
Mechtool Engineering

##### Denmark

Alfa Laval Kolding A/S  
Coor Service Management A/S  
C.P. Kelco A/S  
DBK A/S  
DLG  
EAMS A/S  
HMK Bilcon A/S  
Kingspan Miljøcontainere A/S  
Mascot International A/S  
Midtjysk Fornikling &  
Forchromning A/S  
Pastella  
Silvatec A/S  
Skako A/S

## New Faces at Mark Information

During Q1/2008 Mark Information has hired a number of new, competent colleagues:



**Timos Kruse Adraktas** started on 1 March 2008 as an apprentice in F&A. Timos is 24 years old and has been educated at Handelsskolernes Grunduddannelse (HG) within business and services.



**Jesper Bakke Jørgensen** started on 1 February 2008 as a support consultant in Central Hotline. Jesper comes from a previous employment as service supporter with Danmark's Statistik.



**Ulla B. Pollas** Started on 1 January 2008 as Corporate Marketing Manager. Ulla comes from a position as Marketing Manager at Sun Microsystems Denmark, and prior to this from employments with SAP and SAP partners.



**Marlene Seestern** started on 1 January 2008 as Corporate Marketing Coordinator. Marlene comes from a position as Nordic Marketing Coordinator with OKI Printing Solutions.



**Kirsten Malmberg Rønne** has returned to Mark Information after 1.5 years on leave. Kirsten continues in Mark Information as Corporate Marketing Coordinator. Kirsten has been with Mark Information for 12 years.

## Management buy-out at Mark Information boosts growth

The management in Mark Information, headed by chairman of the board of directors, Torkel Olrik, has bought all shares in Mark Information. Strategic investments in technology and organizational development will ensure further growth. [Read more.](#)

Norway  
Totenprodukter AS

Sweden  
Stena Metall  
Franke Futurum  
Fiberweb Sweden AB  
Aptus Elektronik  
Lantmännen AXA Foodservice  
Bergs Timber

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