



Innofactor Plc Interim Report for Q3 2017

October 31, 2017
Sami Ensio, CEO

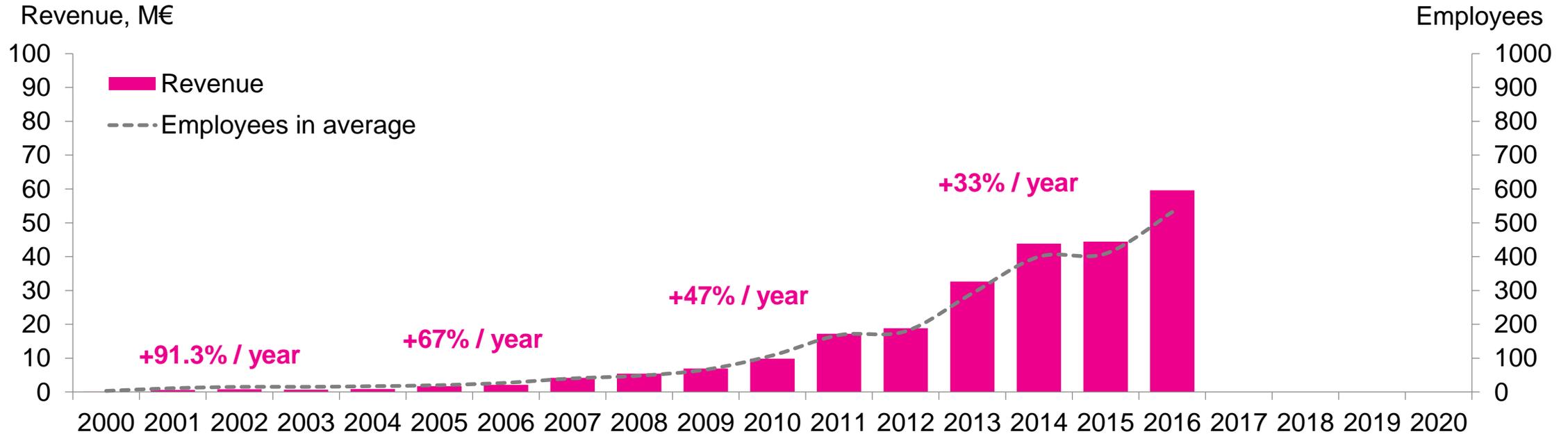


Innofactor's Business

Leading Provider of Cloud Solutions and
Digital Transformation in the Nordics

INNOFACTOR®

Systematic Growth since 2000



Start Up – Everything for Everyone

- Innofactor founded by Sami Ensio in Jan 2000
- Innofactor’s first Microsoft-based product “Prime” released

#1 in Selected Micro Segments

- Microsoft SharePoint pioneer
- First M&A activities



#1 Microsoft-based Provider in Finland

- CRM, BI and case management included in the offering
- Reverse IPO, NASDAQ Helsinki



#1 Microsoft-based Provider in the Nordics

- Cloud transition
- Several acquisitions in the Nordic countries

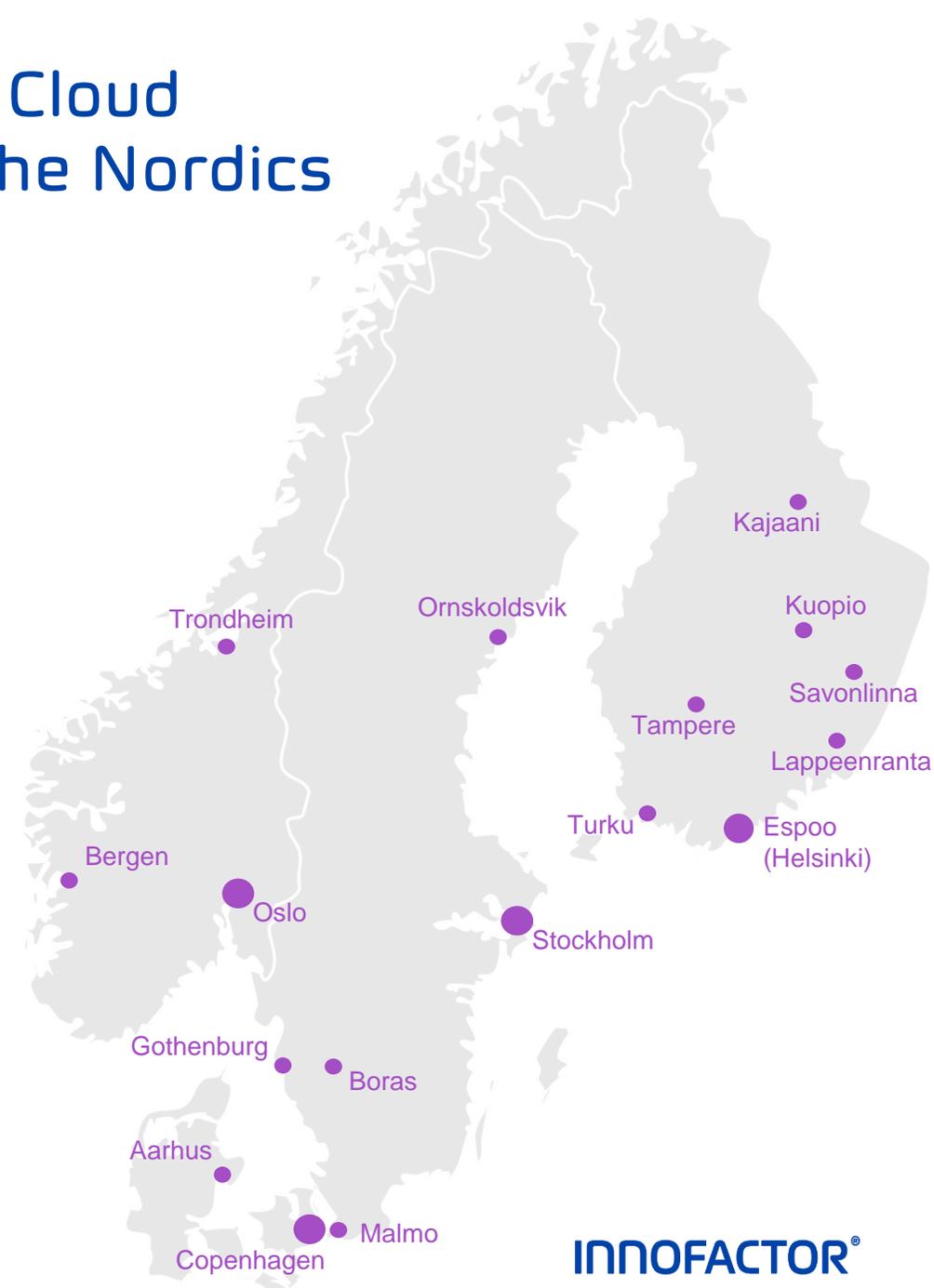


#1 Provider of Cloud Solutions and Digital Transformation in the Nordics

- Harmonizing offering across the Nordics
- 20% organic growth and 20% EBITDA in the year 2020

Innofactor in Brief – Leading Provider of Cloud Solutions and Digital Transformation in the Nordics

- 1,500+ customers from commercial, public sector and membership-based organizations
- 15 enterprise-level Microsoft Gold Competencies
- 600+ professionals (350+ in Finland), 1600+ Microsoft certificates, 10+ MVPs
- Revenue EUR 59.6M (2016)
- Growth 28+% and EBITDA 8+% (2012 to 2016 average)
- Listed in NASDAQ Helsinki, 10,000+ shareholders



Microsoft Partner



- Gold Application Development
- Gold Application Integration
- Gold Cloud Customer Relationship Management
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Collaboration and Content
- Gold Customer Relationship Management
- Gold Data Analytics
- Gold Datacenter
- Gold Data Platform
- Gold Devices and Deployment
- Gold Enterprise Mobility Management
- Gold Enterprise Resource Planning
- Gold Identity and Access
- Gold Project and Portfolio Management

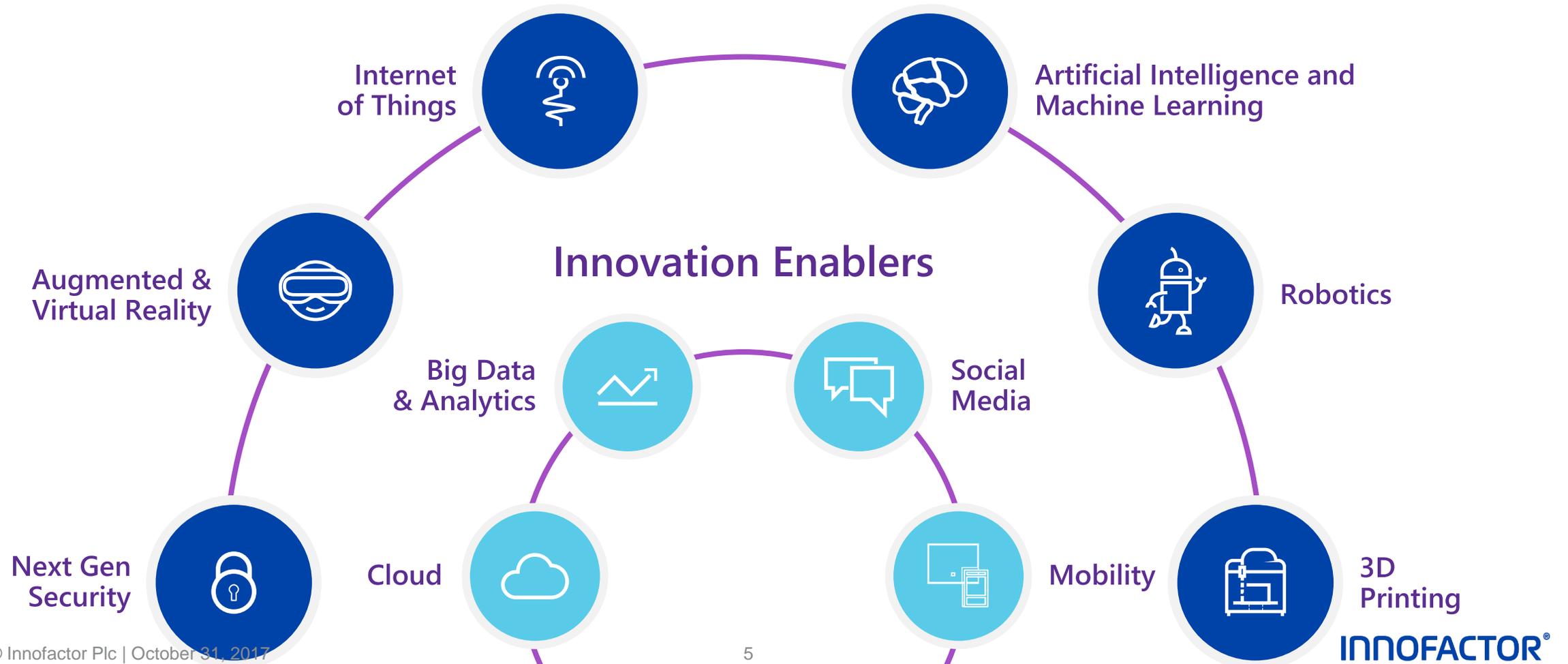


NASDAQ
Listed Company

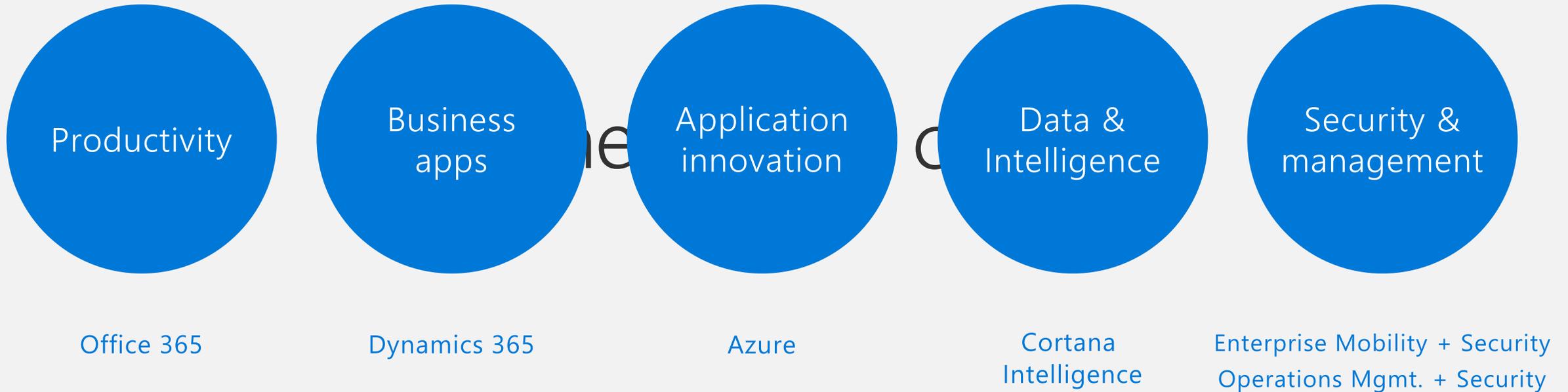


Digital Transformation

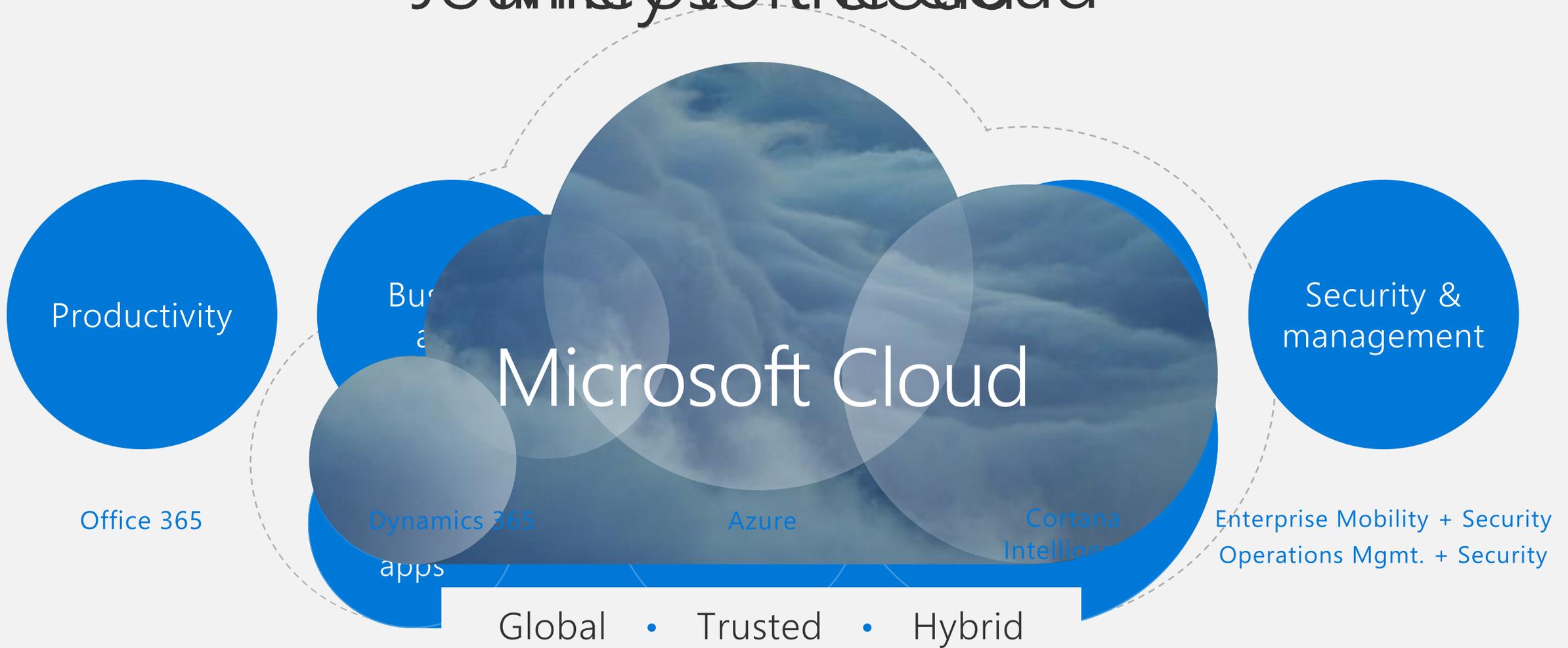
Key Trends Driving Innovation



Journey to the cloud



Journey to the cloud



Our Vision of a Modern Organization



Customer Experience



- End Customers



- Digital Channels

Operational Productivity



- Processes, Workload, Data

Employee Experience



- Productivity Tools

- Employees and Teams



Decision-Making
and Management
Based on Advanced
Analytics

The Innofactor Offering – Keys to Realizing the Digital Vision of a Modern Organization





Digital Vision and Processes

Digital Business

Business Productivity

Flexible Collaboration

Intelligent Cloud

Modern Organization

- Customer care, Marketing, Sales and Support
- Production, Logistics, Delivery and Projects
- Business and Product Development and Innovation
- Financial Management and Business Forecasting
- HR, Quality, Risk Management, ICT and Legal

Modern Customer Experience

- Service Design
- Digital Marketing
- Websites and Mobile Applications
- Digital Customer Service

Modern Business Experience

- Customer Relationship Management (CRM) and xRM
- Project and Portfolio Management (PPM)
- Enterprise Resource Planning (ERP) and Customized Solutions
- Information, Case and Quality Management
- Business Intelligence (BI)

Modern Employee Experience

- Mobile Productivity
- Digital Collaboration
- Enterprise Communication

Modern Cloud Experience

- Managed Azure Services
- Identity Management
- Enterprise Mobility and Security (EMS)
- Operations Management and Security (OMS), and System Management
- Advanced Analytics, Machine Learning and IoT

Our Mission:

We empower organizations and people to make a difference in the digital world.

Our Vision:

We are the leading provider of cloud solutions and digital transformation in each of the Nordic Countries.

Our long-term financial goals are:

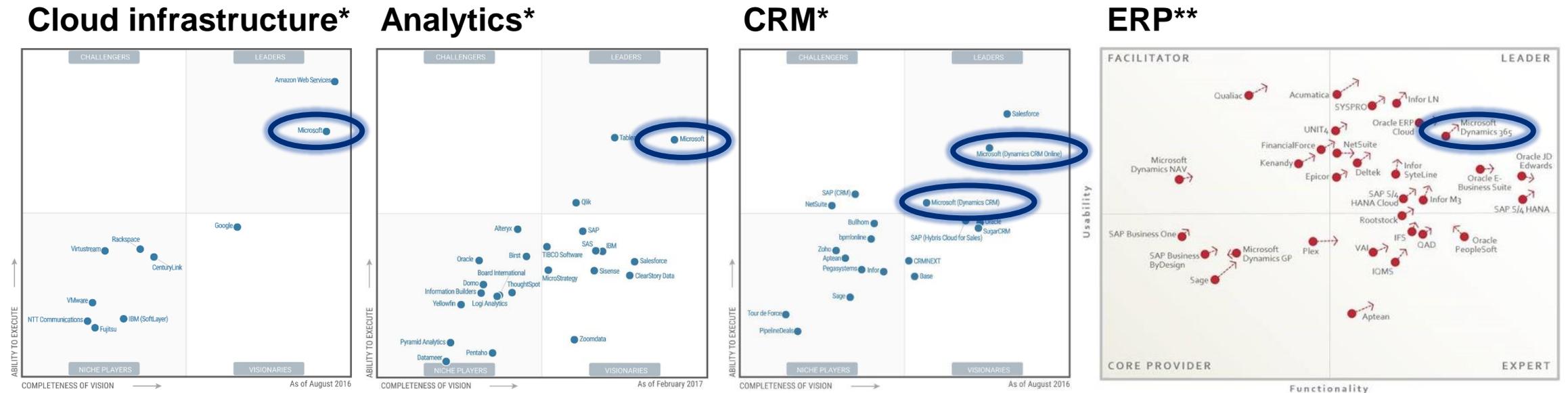
- To achieve annual growth of about 20 percent, of which majority is intended to be achieved by organic growth
- To achieve about 20 percent EBITDA in relation to the net sales
- To keep the cash flow positive and secure solid financial standing in all situations

Our Strategy:



Microsoft Has the Leading Ecosystem in Innofactor's Strategic Focus Areas

- Microsoft is the leading global provider in Innofactor's strategic focus areas
- By focusing on the Microsoft ecosystem Innofactor can attract the best talent and know-how and have close relations to Microsoft
- If Microsoft were to lose its leading position in some areas Innofactor could transition to other partners in these areas



* Source: Gartner 2016–2017, internet
 © Innofactor Plc | October 31, 2017 ** Source: Nucleus Research 2016, internet

Innofactor Competitive Positioning in the Nordic EUR 10 Billion Microsoft IT Services Market

Nordic IT services market
25 billion euro*

Large companies, in every Nordic Country, all solution areas, and several technologies
- E.g. Tieto, CGI, Fujitsu and Accenture

Nordic Microsoft IT-services market
10 billion euro**

Mid-sized, not in all Nordic Countries, several technologies
- E.g. Siili, Solita, Digia, Netcompany and Precio

Our Competitive Advantage:
- leading know-how in Microsoft-based solutions
- productized offering

Our Competitive Advantage:
- more skilled local professionals
- better productized offering
- more flexible mode of operation

INNOFACTOR®

Our Competitive Advantage:
- Trustworthiness of a listed company
- Established processes
- Strong customer references.

Our Competitive Advantage:
- leading know-how in Microsoft-based solutions
- stronger industry focus & knowledge
- Broader offering

Mid-sized, in every Nordic Country, focusing on specific solutions
- E.g. Affecto, Atea, HiQ, Knowit and EG

Small companies, usually only in home market, one solution or one technology
- E.g. Sulava, Cloudriven ja Proactive

>>+4%

+3–4%

* Source: IDC, internet

** Estimate Microsoft market share to approx. 40 %

The Best Microsoft-professionals Enable Innofactor's Development and Growth



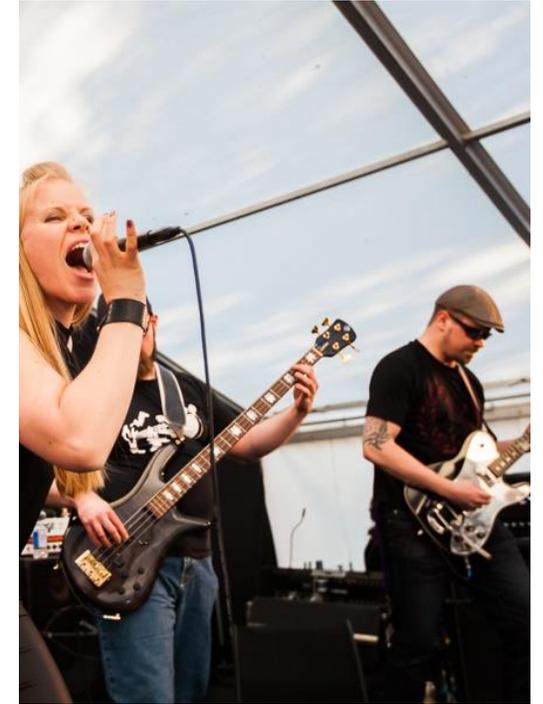
Dynamic community of 600+ leading professionals



1600+ Microsoft certificates



10+ Microsoft Most Valuable Professionals



Inspiring work environment and a culture of winning

Organization

Board of Directors
 Ari Rahkonen (Ch.) Sami Ensio
 Jukka Mäkinen Ilari Nurmi
 Pekka Puolakka Anni Vepsäläinen

Sami Ensio
 President and CEO

Sami Ensio (acting)
 CFO

Sanna Lindner
 EVP, HR

Vesa Syrjäkari
 EVP, Biz Dev and Oper Excellence

PRODUCTS AND SERVICES
Janne Heikkinen
 CTO and EVP,
 Products & Services

FINLAND
Jari Hahl
 EVP, Country Manager,
 Finland

SWEDEN
Robert Erlandsson
 MD, Country Manager,
 Sweden

DENMARK
Per Bendix Olsen
 MD, Country Manager,
 Denmark (acting)

NORWAY
Stig Nerland
 MD, Country Manager,
 Norway

Digital Experience
Jyrki Vepsäläinen
 Vice President

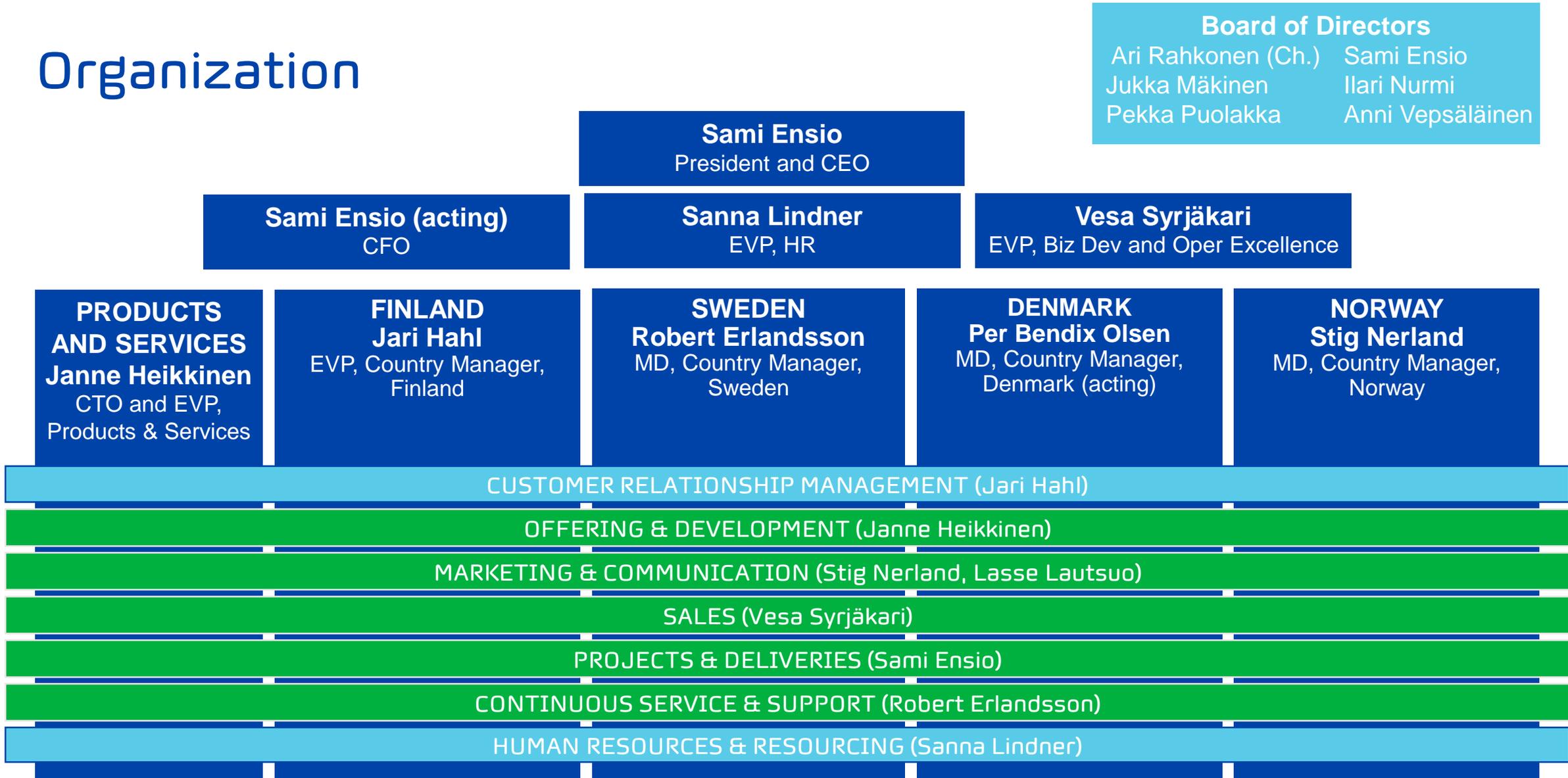
Business Productivity
Jaakko Karhumaa
 Vice President

Productized Solutions
Mikko Myllys
 Vice President

Corporate Customers
Tommi Flemming, Vice President

Public Sector Customers
Antti Pohjolainen, Vice President

Organization



Innofactor's Founder and CEO

Sami Ensio, born 1971, M.Sc. (Tech.)

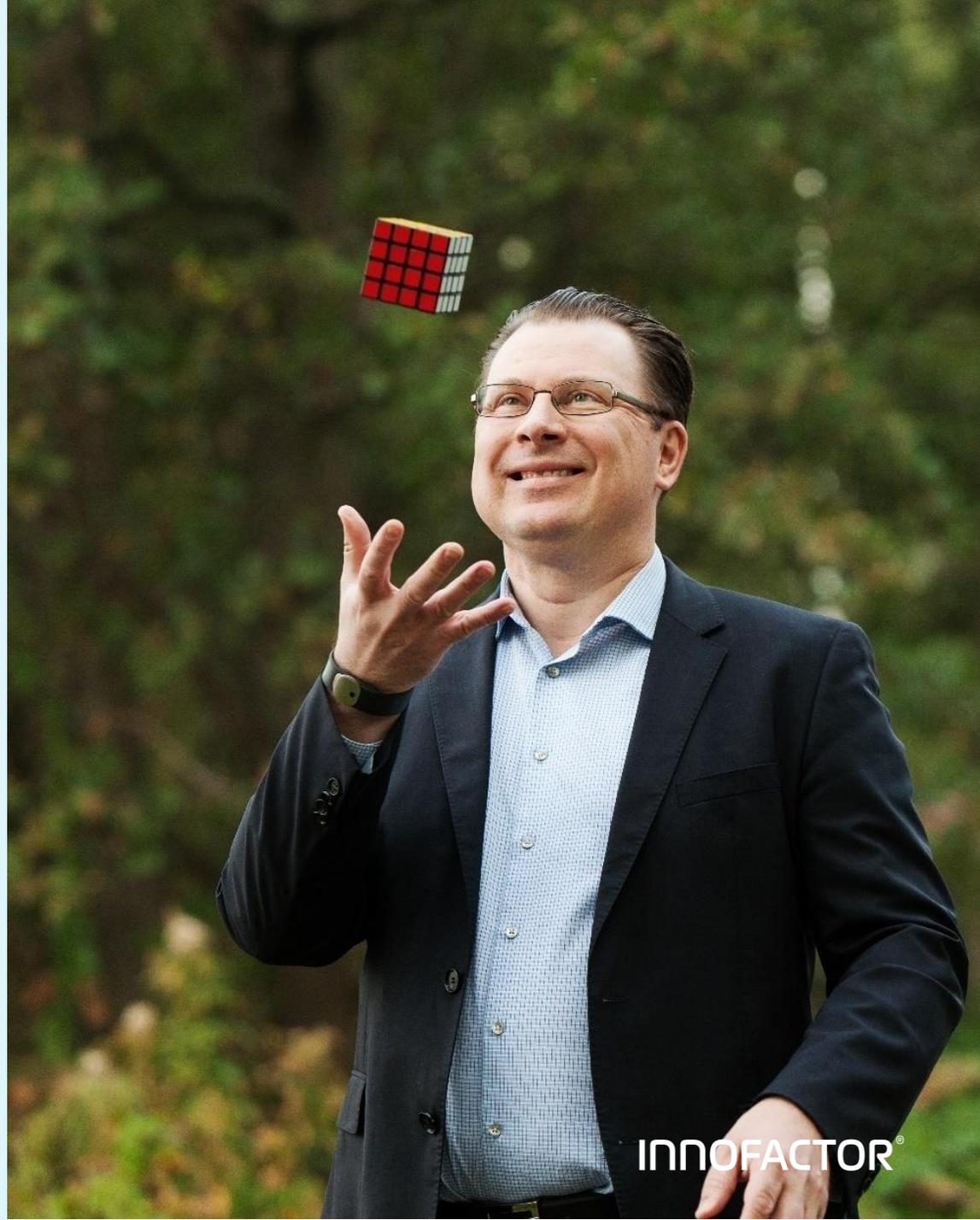
Founder and CEO of Innofactor. Previously member of the Omnitele Management Team. Several positions of trust in the Federation of Finnish Technology Industries and Confederation of Finnish Industries. Member of Partner Advisory Council in Microsoft Corporation.

Sami Ensio's specialties include solid and comprehensive know-how of the software industry as well as strategic and operational leadership and managing profitable growth. Sami Ensio was, for example, selected Software Entrepreneur of the year by the Finnish Software Entrepreneurs Association.

Education: Master of Science (Technology), technical physics, Helsinki University of Technology (Aalto University), legal studies at the University of Helsinki and general business studies at University of California, Los Angeles UCLA.

Shareholding: ~7.5 million shares (over 20%)

More information: <https://fi.linkedin.com/in/ensio>



Innofactor Group Other Executive Board Members



Robert Erlandsson

M.Sc. (Econ. & Bus. Adm.) MD, Country Manager, Sweden. CEO and co-founder of Cinteros AB since 2005. Employed by Innofactor since 2016 (acquisition). Born in 1966. Ownership: about 800 000 shares.



Jari Hahl

Diploma in Business Information Technology. EVP, Country Manager, Finland. Employed by Innofactor since 2016. Born in 1962. Ownership: 66 793 shares.



Janne Heikkinen

M.Sc. (Tech.) Chief Technology Officer and EVP Products and Services. Employed by Innofactor since 2015. Born in 1974. Ownership: 83 044 shares.



Sanna Lindner

M.Sc. (Psychology) VP HR. Employed by Innofactor since 2017. Born in 1973. Ownership: 0 shares.



Stig Nerland

M.Sc. (marketing) MD, Country Manager, Norway. Employed by Innofactor since 2016. Born in 1979. Ownership: 0 shares (Earn Out).



Per Bendix Olsen

MBA. MD, Country Manager, Denmark (acting). Employed by Innofactor in 2017. Ownership: 0 shares.



Vesa Syrjäkari

M.Sc. (Econ. & Bus. Adm.) EVP, Business Development and Operational Excellence. Employed by Innofactor in 2017. Born in 1960. Ownership: 0 shares.

Board of Directors



Ari Rahkonen, Chairman
BBA. Chairman of the Board and member of Board of Directors as of March 24, 2015. Born in 1963. Ownership: 30 000 shares.



Sami Ensio
M.Sc. (Tech.) CEO of Innofactor Plc since 2010 and member of the Innofactor Plc Board of Directors since 2010. CEO and founder of Innofactor since 2000. Born in 1971. Ownership: 7 468 823 shares.



Jukka Mäkinen
Member of the Board of Directors as of March 27, 2012. Born in 1954. Ownership: 91 599 shares.



Ilari Nurmi
M.Sc. (Tech.). Member of the Board of Directors as of March 26, 2013. Born in 1975. Ownership: 71 436 shares.



Pekka Puolakka
LLM, lawyer. Member of the Board of Directors from since March 24, 2015, and in years 2010–2014. Born in 1971. Ownership: 202 511 shares.



Anni Vepsäläinen
M.Sc. (Tech.) Member of the Board of Directors as of April 4, 2017. Born in 1963. Ownership 8 108 shares.

Innofactor Nordic Advisory Board



Jonas Persson, Sweden
Industrial Advisor at EQT Partners.
Former country manager of
Microsoft Sweden.



Niels Soelberg, Denmark
Independent Consultant. Former
country manager of Microsoft
Denmark and Microsoft Vice
President EMEA Public Sector.



Knut Aasrud, Norway
CEO at Norstat. Former country
manager of Microsoft Norway and
Microsoft GM Communications
Sector EMEA, Former country
manager of SAP in Norway and
Sweden.



Ari Rahkonen, Chairman of Board
BBA. Chairman of the Board and
member of Board of Directors as of
March 24, 2015. Born in 1963.
Ownership: 30 000 shares.



Sami Ensio, President and CEO
M.Sc. (Tech.) President and CEO.
Member of the Board of Directors.
CEO and founder of Innofactor since
2000. Born in 1971.
Ownership: 7 468 823 shares.

How to Achieve Long-term Financial Goals

20% Organic Growth:

Focus on industries that provide the highest growth opportunities and allow us best to scale existing offering in the Nordics, e.g. healthcare

Focus on current customers and cross sales getting bigger share of wallet of customer's digital transformation budget

Improving modern digital marketing and sales skill to achieve better and more cost-effective sales results

Focus on competence planning, recruiting and resource optimization across Nordics

20% EBITDA:

Shifting revenues from projects and professional services toward products, IP-based and continuously managed services

Getting increasing hour price because of the best Nordic professionals (seniors and juniors) and leading offering

Continuously improving our flexible value-adding delivery model minimizing number of non-invoiced hours and maximizing customer satisfaction

Drive Operational Excellence to improve Financial Quarterly Accountability (FQA), internal information systems and predictability

Financial Information

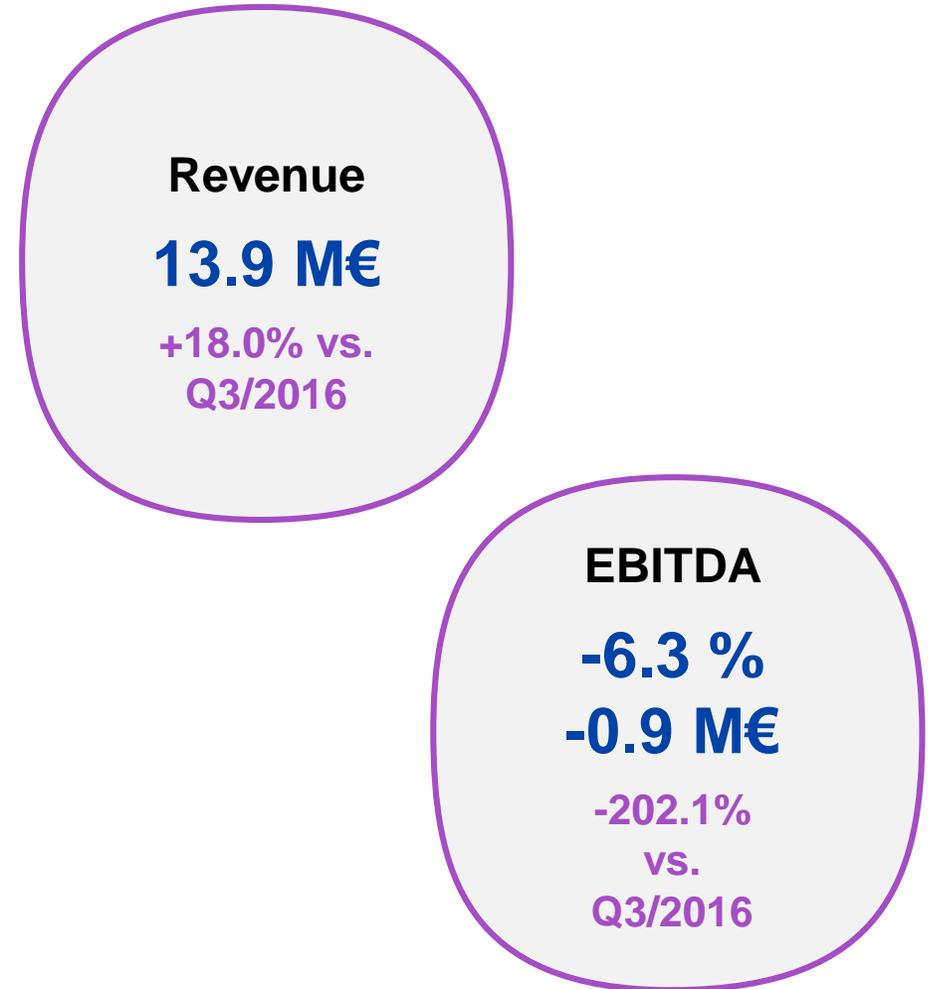
Weak third quarter – we expect the operating margin of the fourth quarter to be approximately on the same level as in 2016

Q3/2017 Results

Building Nordic synergies takes longer than estimated. Benefits will realize with a delay

The weaker than expected profitability was affected by the weaker than expected net sales, which was due to, for example, delays in starting many customer projects after the summer, due to reasons not attributable to Innofactor, especially in Finland

Also, in Denmark and Sweden we were forced to register some losses on customer projects



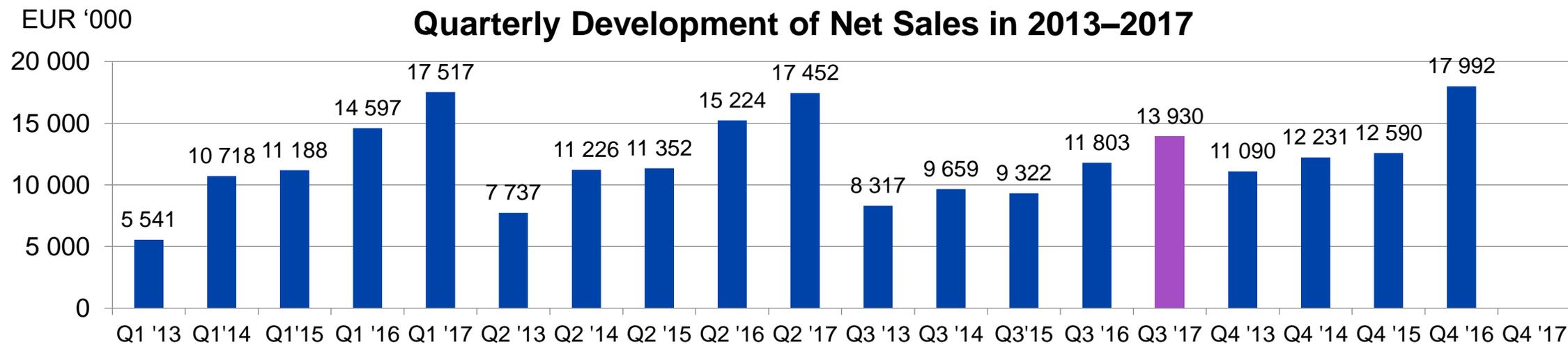
Q1-Q3/2017 Actuals

Selected Key Figures

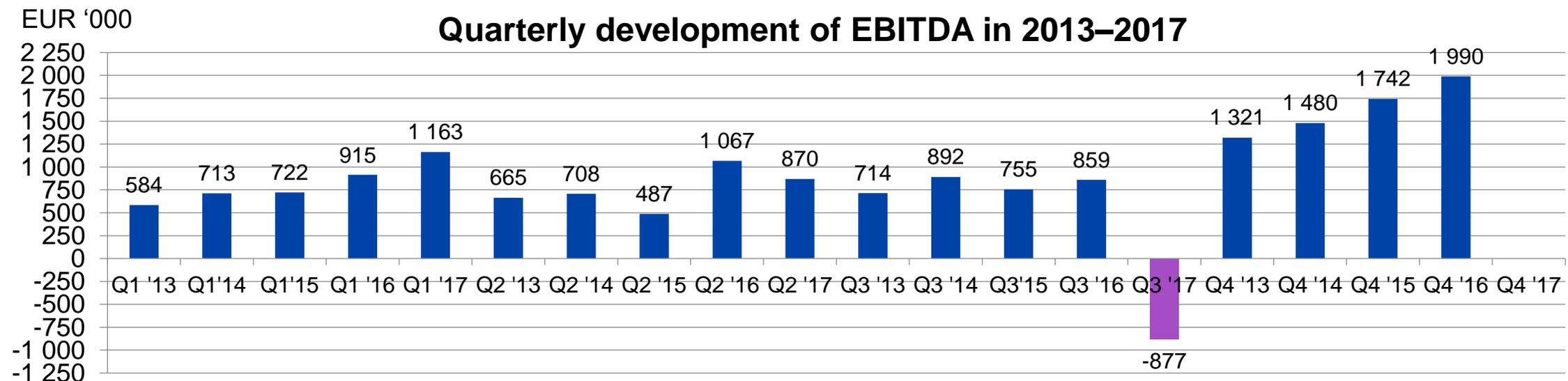
| | Q1-Q3 /2017 | Q1-Q3 /2016 | Change (%) | CEO's comment |
|-----------------------------|----------------|----------------|---------------|---|
| Net Sales (kEUR) | 48,899 | 41,624 | +17.5% | <i>"Innofactor has estimated that the Nordic IT market will grow faster in 2017 than in the previous years, and this estimate remains the same. The market growth is believed to also increase Innofactor's growth possibilities."</i> |
| EBITDA (kEUR) | 1,156 | 2,841 | -59.3% | <i>"The weaker than expected profitability was affected by the weaker than expected net sales, which was due to, for example, delays in starting many customer projects after the summer, due to reasons not attributable to Innofactor, especially in Finland. Also, in Denmark and Sweden we were forced to register some losses on customer projects."</i> |
| Equity Ratio (%) | 43.7% | 41.6% | | <i>"Despite the weak operating margin level, the cash flow from business activities in the first three quarters remained strong and was approximately EUR 3.1 million (2016: EUR 2.5 million)."</i> |

Quarterly Development of Innofactor Group Financials

Quarterly Development of Net Sales in 2013–2017

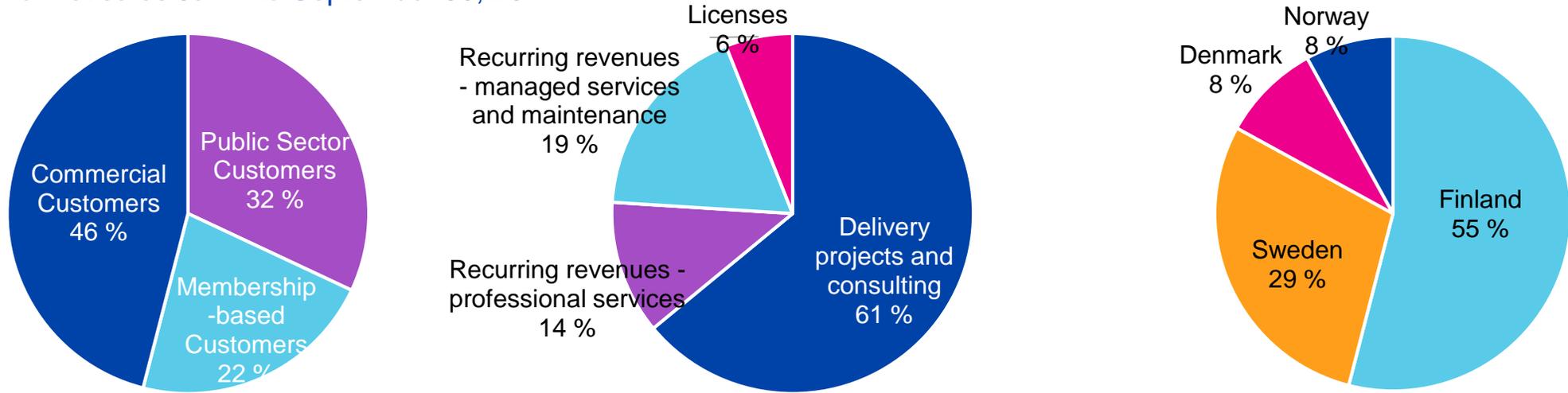


Quarterly development of EBITDA in 2013–2017



Customer Base and Long Term Contracts Bring Stability

Distribution of net sales Jan 1 to September 30, 2017



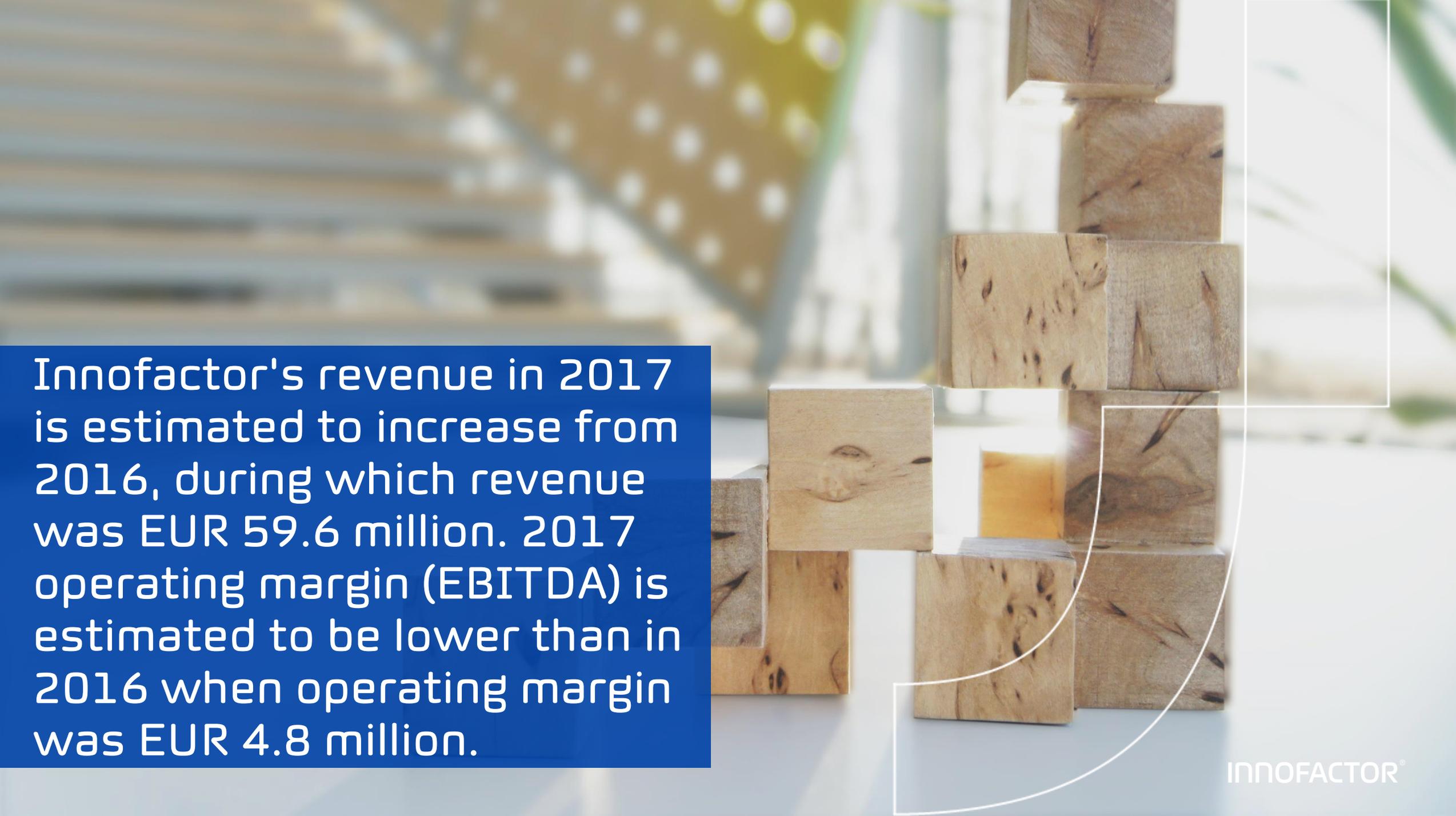
- Strong customers in both public and private sectors bring stability in economic fluctuations
- 10 largest customers account for approximately 24% of net sales
- Recurring revenues from service agreements and license sales bring competitive advantage and business stability
- Sales of labor moving increasingly to frame agreements and continuous maintenance work
- Sweden, Denmark and Norway represented a significant portion of Innofactor's revenues.
- Innofactor's objective is to create a strong position in all Nordic countries

Innofactor Key Financials, IFRS

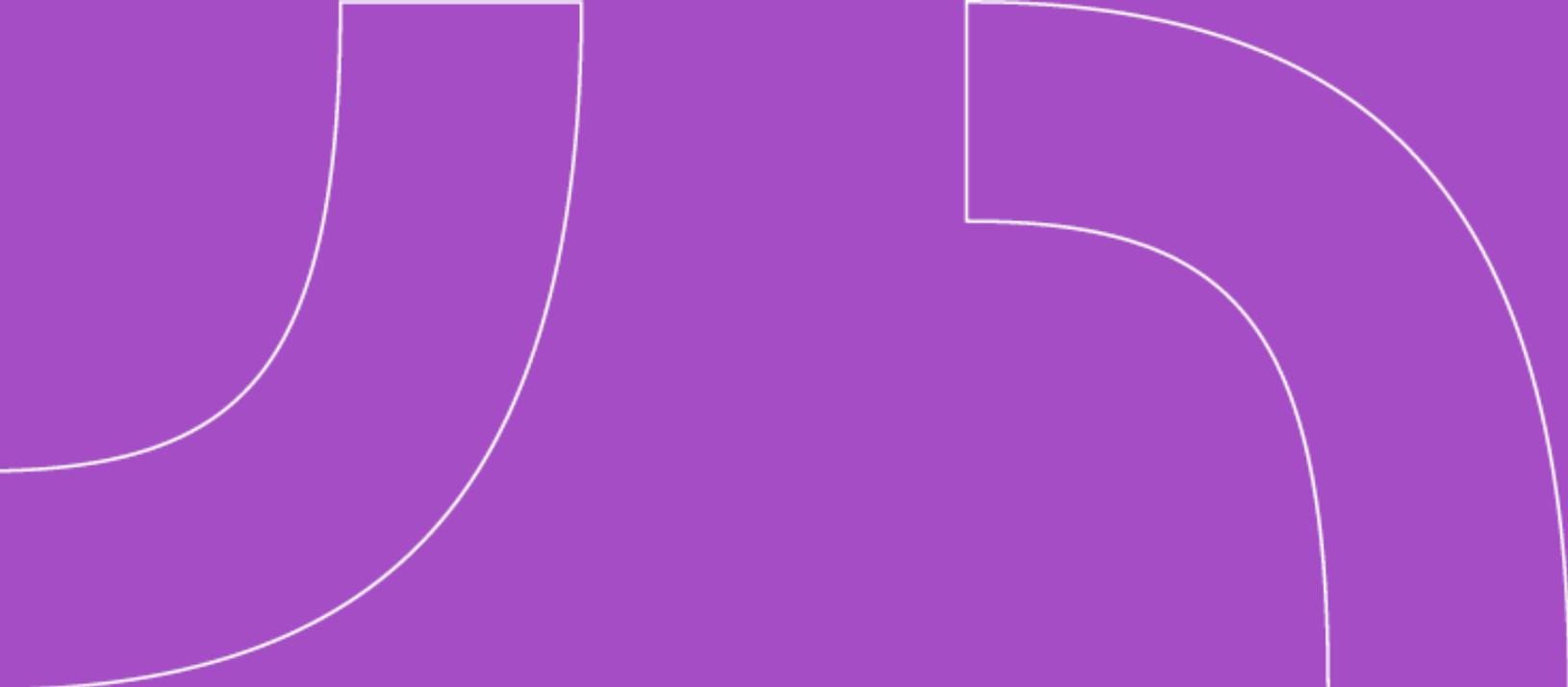
| | Jul 1–Sep 30, 2017 | Jul 1–Sep 30, 2016* | Change | Jan 1–Sep 30, 2017 | Jan 1–Sep 30, 2016* | Change | Jan 1–Dec 31, 2016* |
|--|-----------------------|------------------------|-----------|-----------------------|------------------------|---------|------------------------|
| Net sales, EUR thousand | 13,930 | 11,803 | 18.0% | 48,899 | 41,624 | 17.5% | 59,616 |
| Operating margin (EBITDA), EUR thousand | -877 | 859 | -202.1% | 1,156 | 2,841 | -59.3% | 4,831 |
| percentage of net sales | -6.3% | 7.3% | | 2.4% | 6.8% | | 8.1% |
| Operating profit/loss (EBIT), EUR thousand* | -1,544 | 254 | -707.9% | -857 | 1,006 | -185.2% | 2,332 |
| percentage of net sales* | -11.1% | 2.2% | | -1.8% | 2.4% | | 3.9% |
| Earnings before taxes, EUR thousand* | -1,617 | 157 | -1,129.9% | -1,199 | 724 | -265.6% | 1,920 |
| percentage of net sales* | -11.6% | 1.3% | | -2.5% | 1.7% | | 3.2% |
| Earnings, EUR thousand* | -1,293 | 125 | -1,134.4% | -959 | 579 | -265.6% | 1,516 |
| percentage of net sales* | -9.3% | 1.1% | | -2.0% | 1.4% | | 2.5% |
| Net gearing | 56.1% | 55.5% | | 56.1% | 55.5% | | 70.2% |
| Equity ratio | 43.7% | 41.6% | | 43.7% | 41.6% | | 35.8% |
| Active personnel on average during the review period** | 623 | 511 | 21.9% | 609 | 505 | 20.6% | 532 |
| Earnings per share (EUR) | -0.0357 | 0.0038 | -1,040.3% | -0.0274 | 0.0176 | -255.4% | 0.0467 |

*) In accordance with IFRS 3, the operating result for July 1–September 30, 2017, includes EUR 507 thousand (2016: 455) in depreciations related to acquisitions, consisting of allocations of the purchase price to intangible assets. Adjusted for the said depreciations, Innofactor's operative business loss for the review period of July 1–September 30, 2017, would have been EUR 1,037 thousand (2016: operating profit 709), the operative business result before taxes EUR 1,110 thousand (2016: 612), the operative business result EUR -888 thousand (2016: 490), and the operative business result per share EUR -0.0245 (2016: 0.0149). In accordance with IFRS 3, the operating result for January 1–September 30, 2017, includes EUR 1,522 thousand (2016: 1,365) in depreciations related to acquisitions, consisting of allocations of the purchase price to intangible assets. Adjusted for the said depreciations, Innofactor's operative business profit for the review period of January 1–September 30, 2017, would have been EUR 665 thousand (2016: 2,371), the operative business result before taxes EUR 323 thousand (2016: 2,089), the operative business result EUR 258 thousand (2016: 1,671), and the operative business result per share EUR 0.0074 (2016: 0.0508).

***) The Innofactor Group monitors the number of active personnel. The number of active personnel does not include employees who are on a leave of over 3 months.



Innofactor's revenue in 2017 is estimated to increase from 2016, during which revenue was EUR 59.6 million. 2017 operating margin (EBITDA) is estimated to be lower than in 2016 when operating margin was EUR 4.8 million.



Other Issues

Innofactor received several significant orders during the first half of the year

The Most Significant Stock Exchange Releases Q3

- On August 30, 2017, Innofactor announced in a stock exchange release that Finnish Red Cross selects Innofactor as the developer of its “Vapaaehtoisten tietojärjestelmä” solution.
- On September 1, 2017, Innofactor announced in a stock exchange release that CEO Sami Ensio takes temporarily over the role of CFO.

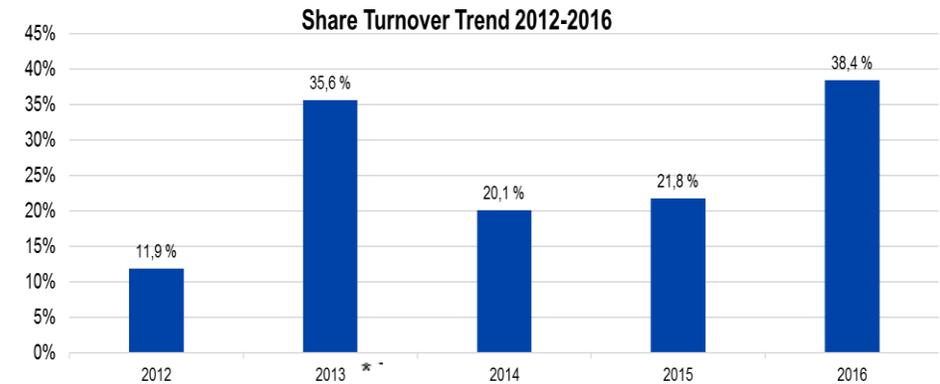
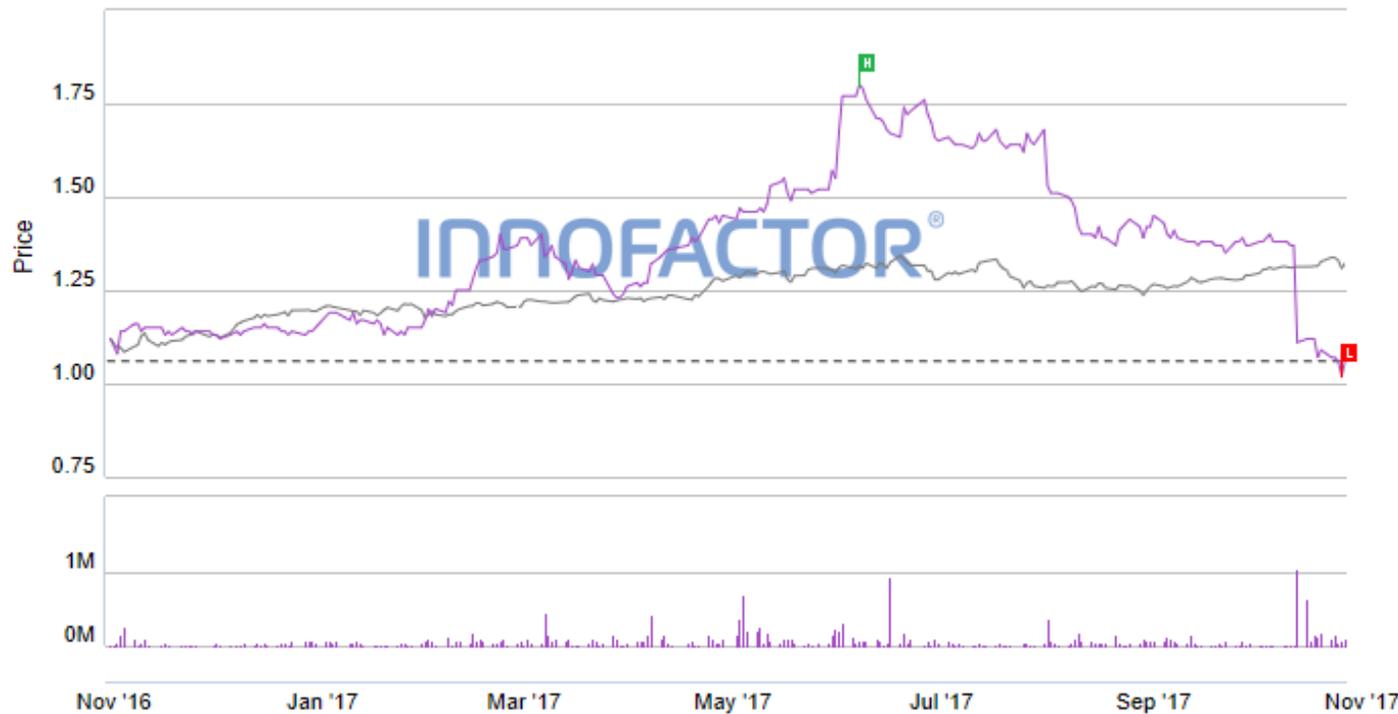
The Most Significant Stock Exchange Releases after Q3

- On October 13, 2017, Innofactor announced in a stock exchange release that it revises its guidance for 2017.

Largest shareholders June 30, 2017

| Name | Number of shares | % of share capital |
|---|------------------|--------------------|
| 1. Ensio Sami | 7 468 823 | 20,64 % |
| <i>Ensio Sami</i> | 5 295 063 | 14,63 % |
| <i>Minor under guardianship</i> | 724 588 | 2,00 % |
| <i>Minor under guardianship</i> | 724 586 | 2,00 % |
| <i>Minor under guardianship</i> | 724 586 | 2,00 % |
| 2. Tilman Tuomo Tapani | 2 433 568 | 6,72 % |
| 3. Ilmarinen Mutual Pension Insurance Company | 1 550 000 | 4,28 % |
| 4. Laiho Rami Tapani | 1 308 659 | 3,62 % |
| 5. Linturi Kaija ja Risto | 1 261 411 | 3,49 % |
| <i>R. Linturi Oyj</i> | 494 107 | 1,37 % |
| <i>Linturi Kaija Anneli</i> | 430 000 | 1,19 % |
| <i>Linturi Risto Erkki Olavi</i> | 337 304 | 0,93 % |
| 6. Ärje Matias Juhanpoika | 882 065 | 2,44 % |
| 7. Mäki Antti-Jussi | 877 192 | 2,42 % |
| 8. Muukkonen Teemu Heikki | 522 230 | 1,44 % |
| 9. Ingman Finance Oy Ab | 500 000 | 1,38 % |
| 10. Järvenpää Janne-Olli | 315 211 | 0,87 % |
| 11. Kukkonen Heikki-Harri | 282 931 | 0,78 % |
| 12. Rausanne Oy | 273 040 | 0,75 % |
| 13. Hellen Stefan Andreas | 250 000 | 0,69 % |
| 14. Laiho Jari Olavi | 235 000 | 0,65 % |
| 15. Karppinen Antti Sakari | 200 000 | 0,55 % |
| 16. Mäkinen Antti Vilho Juhani | 144 000 | 0,40 % |
| 17. Mandatum life | 136 710 | 0,38 % |
| 18. Tervonen Heikki Väinö Tapio | 135 000 | 0,37 % |
| 19. Salmela Alpo Jalmari | 134 000 | 0,37 % |
| 20. Muurinen Hannu Olavi | 125 750 | 0,35 % |

Innofactor Share Price Development Compared to Nasdaq Helsinki Index (Closing Oct 30, 2017 at €1.06)



* The high turnover in 2013 is due to the atBusiness acquisition and an option relating to this where Innofactor purchased approx. 4.7 million of its own shares. This constitutes approx. 29 percent of the share turnover in 2013.

In public trading in January 1–September 30, 2017, a total of 16,312,703 shares were traded (2016: 8,208,802 shares), which corresponds to 46.5 percent (2016: 24.9%) of the average number of shares on the said period. The share trading increased by 98.7 percent compared to the corresponding period in 2016.

Share Price Development

| | | | |
|-------------------|---------|---------------|----------|
| Beginning of 2017 | -7.83% | 5 year change | +135.56% |
| 1 year change | -3.64% | Year highest | 1.80EUR |
| 2 year change | +34.18% | Year lowest | 1.00EUR |
| 3 year change | +16.48% | | |

For more information

<http://www.innofactor.com/investors>

Sami Ensio, CEO

+358 50 584 2029

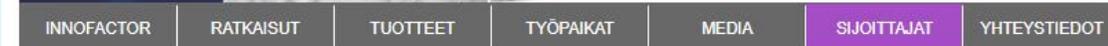
Sami.ensio@innofactor.com



Hafslund ASA

Tietoturvan ja hallinnan lisääminen pilvessä Enterprise Mobility & Securityn (EMS) avulla

Tutustu asiakastarinaa



Innofactor sijoituskohteena

- Toimitusjohtajan katsaus
- Missio ja visio
- Konsernin keskeiset tunnusluvut
- Kasvu ja taloudelliset tavoitteet
- Liiketoimintaympäristö ja strategia
- Asiakkaat
- Henkilöstö
- Tarjottavat ratkaisut
- Yrityskaupat
- Yritysvastuu
- Tulevaisuudennäkymät (markkinaohjaus)

Osaketietoa

Hallinto ja johtaminen

Tiedotteet, julkaisut ja selvitykset

Analytiikat

Sijoittajan kalenteri

Yhtiökokous

Sijoittajayhteydet

Sijoittajat > Innofactor sijoituskohteena

Innofactor sijoituskohteena

Johtava pilviratkaisujen ja digitalisaation toteuttaja Pohjoismaissa

Innofactor on johtava digitalisaation ja pilviratkaisujen toteuttaja Pohjoismaissa. Innofactorilla on Pohjoismaiden laajin Microsoft-ekosysteemin ratkaisutarjonta ja johtava osaaminen. Innofactorilla työskentelee yli 800 innostunutta ja motivoitunutta huippuasiantuntijaa Suomessa, Ruotsissa, Tanskassa ja Norjassa. Innofactorin asiakkaina on yli 1 500 yritystä, julkishallinnon ja kolmannen sektorin organisaatioita. Vuosina 2012–2016 Innofactorin liikevaihdon vuotuinen kasvu on ollut keskimäärin 28 %. Innofactor Oyj:n osake on noteerattu NASDAQ Helsinki Oyj:n päälistalla toimialalla teknologia.

Inderes CEO Corner (22.6.2017)

Inderesin CEO Cornerissa esitellään pörssiyritysten toimitusjohtajia haastattelujen avulla ja tuodaan sijoittajille tietoa yhtiöiden strategiasta ja tulevaisuuden näkymistä. Lue toimitusjohtaja **Sami Ension CEO Corner -haastattelu**.

Innofactorin Q1 2017 (3.5.2017)



€ 1,68

31.07.2017 18:29 EET

| Muutos | % | Ylin | Alin |
|---------|--------|--------|--------|
| € +0,04 | +2,44% | € 1,88 | € 1,62 |

Pörssitiedotteet

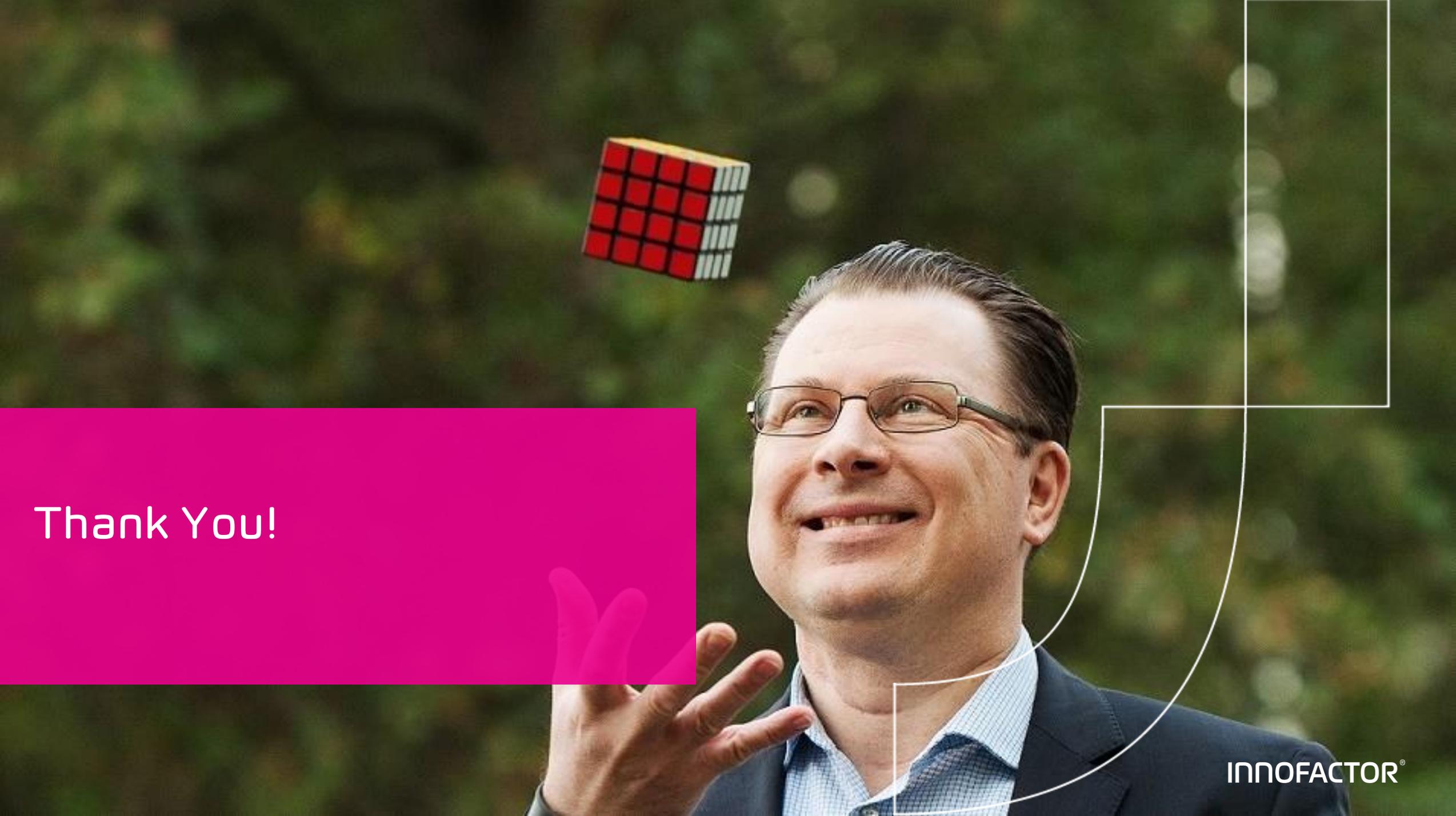
18.07.2017
Innofactorin tammi–kesäkuun 2017 puolivuosisikatsauksen julkaiseminen
31.05.2017
Innofactor toteuttaa toiminnanohjausjärjestelmän suomalaiselle palvelualan yritykselle

► NÄYTÄ KAIKKI

Uutiset

27.06.2017
Innofactorille ISO 13485:2016 -sertifikaatti terveydenhuollon ohjelmistoihin
08.06.2017
Innofactor toista kertaa mukana Maankoodauskurssilla – tänä vuonna työstiin ratkaisua nuorten syrjäytymisen estoon

► NÄYTÄ KAIKKI

A man with glasses and a dark suit over a light blue shirt is smiling and looking upwards. He is juggling a Rubik's cube. The background is a blurred green forest. A white outline of a large letter 'U' is on the right side of the image. A pink rectangular area is on the left side, containing the text 'Thank You!'.

Thank You!

INNOFACTOR®



Appendix 1: Customer References

Hospital District of Helsinki and Uusimaa

Digital Channels in Hospitals – the Health Village Brings Technology to People

“The aim of developing virtual and electronic services that are closely intertwined with patients’ service paths is to design customer-focused and multi-channel services, enhance the prevention of illnesses and the efficiency of care, facilitate customers’ timely access to treatment and increase the effectiveness of remote appointments. The use of eHealth services makes it possible to allocate human resources to more demanding service areas in which patient counseling and care requires a broader range of competencies.”

Sirpa Arvonien

Project Director

HUS Virtual Hospital Project



Foundation for Student Housing in the Helsinki Region (Hoas)

Finding the Ideal Roommate with a Smartphone – a Digital Service for Apartment Sharing

“Hoas provides many students with their first home. Leaving the nest and potentially moving to a different city represents a major life change. Hoas Matchie gives students the opportunity to choose their roommate instead of having the landlord randomly assign two strangers to the same apartment. This entirely new form of accommodation combines the best aspects of living in a student dormitory and sharing an apartment with a friend. Hoas Matchie gives the new roommates the opportunity to get to know each other before moving in together, which can help increase their peace of mind.”

Tommi Ora

Director, Innovations & Brand
Hoas



Kommunal

Better and More Personalized Services and Communications for Members

“We chose Innofactor because they genuinely understood our needs. They offered a ready-to-use solution customized to the needs of this membership-based organization. We also found that their Microsoft Dynamics CRM expertise was the most comprehensive in all of Sweden.”

Hanna Stenholm

Head of Membership Administration
Kommunal



Red Barnet – Save the Children Denmark

More Funds for Helping Children Through Better Collaboration and Greater Convenience at Work

“We decided to invest in the Champion program to promote change in our working culture. The main focus of the program was to have key members of the organization introduce new, modern working methods to their workplaces based on Microsoft Office 365 services. The primary goal was to train these key individuals to ensure that they recognize the value of the Microsoft Office 365 toolbox. Further priorities included abandoning old ways of working and learning new and more flexible organization-wide collaboration methods. Innofactor helped us with this process and provided a structure for it. They have worked in close cooperation with us and we find that our constructive dialogue with Innofactor brought a great deal of added value to the project. We now have a highly active community of key individuals who help drive change within the organization and help us get more out of the Microsoft Office 365 services.”

Rikke Bygballe Møller
Project Manager
Red Barnet

Mads Gaub
CIO
Red Barnet

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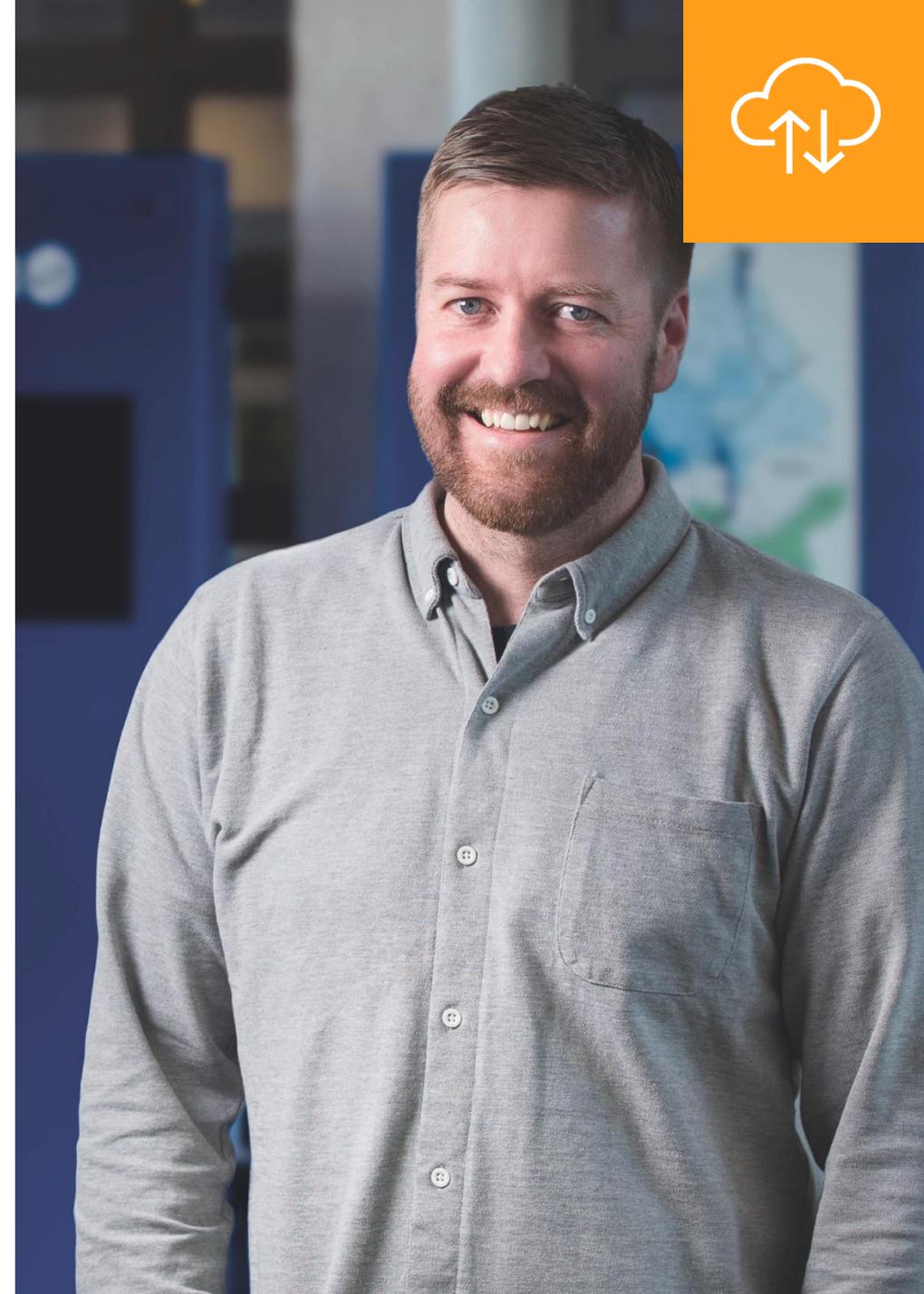
Hafslund ASA

Using Enterprise Mobility & Security (EMS) to Increase Data Security and Control in the Cloud

“We realized we need more advanced data security and better access management functionality. We decided to contact Innofactor’s subsidiary Lumagate. Their task was to come up with the best practices for us to meet these needs, and they did a perfect job of that.”

Øyvind Takøy Naas

Senior Advisor and Head of Security
Hafslund ASA



Varma Mutual Pension Insurance Company

VarmaWorks Makes Life Easier for Companies and Entrepreneurs by Providing Flexible and Community-Oriented Business Premises

“We were looking for a suitable management tool that would be a good fit with VarmaWorks’ flexible customer relationship management as well as integration with a payment processor. We found the Innofactor Prime system very convincing. Innofactor’s personnel were able to work on a very tight schedule to deliver the system we wanted. We expect this excellent cooperation and service development to continue in 2017.”

Benjamin Kalliola
Real Estate Developer
Varma Mutual Pension Insurance Company

