



PRODUCT AND INFORMATION GO TOGETHER



## WE AIM TO SEE THE WORLD THROUGH OUR CUSTOMERS' EYES

Our key customer segments are:

- Food and brewery
- Paper and energy
- Engineering and shipbuilding
- Distribution
- Electronics and telecommunications

Experienced in these industries, we aim to see the world through our customers' eyes.



## PRODUCT AND INFORMATION GO TOGETHER

- We develop and implement products and solutions that improve supply chain and technical information management. We provide our customers with solutions for more efficient production and business operations.
- Through automation, information systems and our own expertise, we offer our customers a full range of supply chain management solutions.
- We provide our customers with efficient product design, solutions for product information management and after-sales, i.e. product information at the right time, in the right place, in the right format.
- Shorter lead times, lower stock levels and smoother information flow improve business processes and reduce costs.
- Our solutions can be utilized in the wireless environment.

# DONE LOGISTICS SOLUTIONS: SOLUTIONS FOR SUPPLY CHAIN MANAGEMENT

Done Logistics Solutions business area provides its customers with a full range of supply chain management solutions by means of expertise, information systems and automation. We take full responsibility for our customers' supply chain management, all the way from their procurement operations to distribution. Information flow between the various supply chain partners is guaranteed by seamlessly integrating their information systems.

Our subsystems, such as materials handling systems, inventory management systems and systems for distribution centers, form an integrated and efficient solution fulfilling customer requirements. We are able to manage our customers' logistics on an outsourcing basis.

## PRODUCTION

*Automation, control and monitoring of material flows*



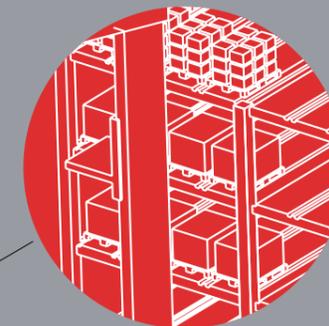
## OUTBOUND

*Automation, control and monitoring systems of dispatch logistics management*



## INVENTORY MANAGEMENT

*Inventory management systems, automated order picking and control systems*



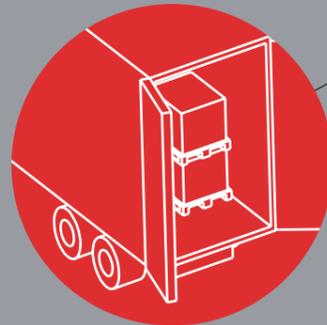
## DISTRIBUTION

*Transportation management and monitoring*



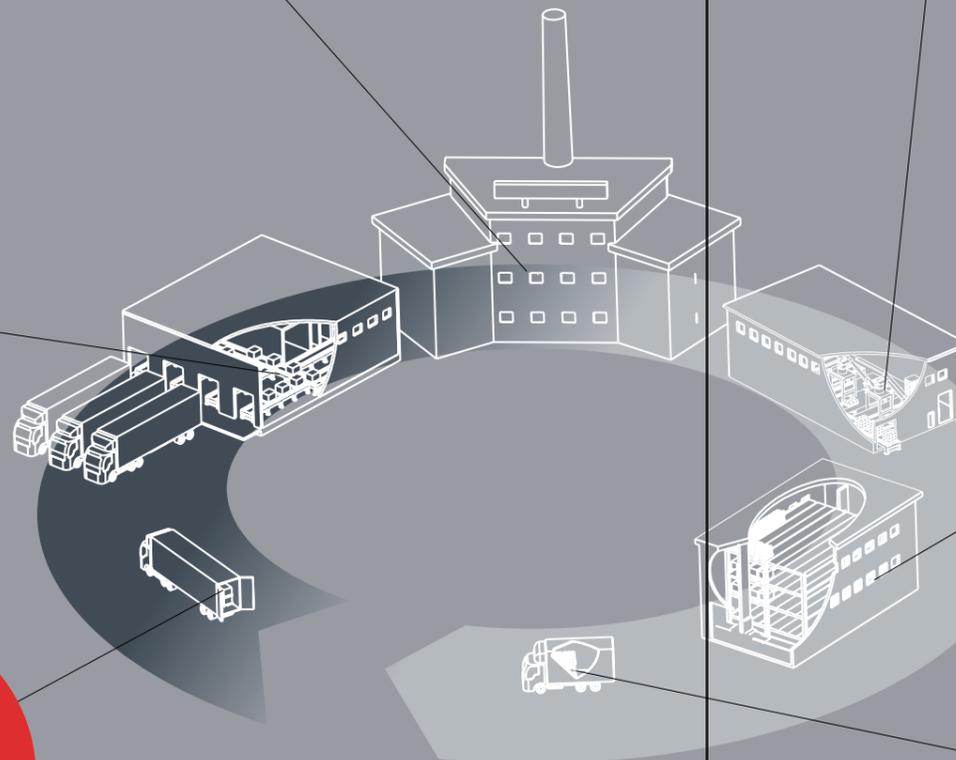
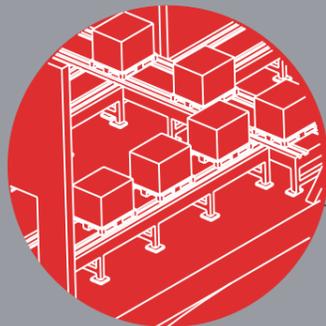
## PROCUREMENT

*Management and distribution of demand and supply information in the supply chain*



## INBOUND

*Automation and control systems designed for the receipt of delivery*



## DONE LOGISTICS SOLUTIONS: PART 1: SATISFIED CUSTOMER

### EXPANDED MARKET AREA

Meat products which are produced in western Finland, in the afternoon reach Swedish supermarkets the next morning as they open their doors, i.e. earlier than those of local competitors.

- *Well-organized logistics enable our customers to expand market area.*



### BEVERAGES ON BELTS

Done has provided a Finnish brewery with an inventory and picking management system dealing with outbound logistics. Bottle cases are picked automatically and transferred onto the conveyor belt and further to the right door and the right vehicle ready to be dispatched.

- *The logistic system ensures that goods are delivered to the customer on time.*



### CUTTING COSTS

Using the same material, an adhesive laminate manufacturer cuts a wide variety of products for various customers. Our systems installed in Finland, mainland Europe and the USA enable more efficient after-cutting sorting operations, which lead to the optimized customer service.

- *Well-organized sorting means more efficient operations.*



### DISPATCHING DRINKS

Done has implemented a distribution center operations control system for a Swedish producer of alcoholic beverages. The picking control system means that inventory information is updated in real-time.

- *Wine improves with age, but the delivery must be prompt.*



### MANAGING MOBILES

More than half of the mobile phones in Finland are sold through Done's order management system. The system has also been adopted in Central Europe.

- *The centralized order management system guarantees deliveries, even in times of peak demand.*



### SOURCING SPARES

An international car importer chain revamped its spare-part operations by outsourcing them to Done. Done manages not only inventory operations but also sorting and distribution on behalf of the customer.

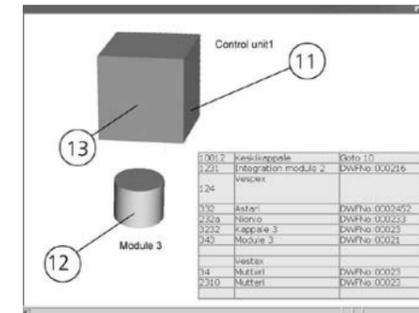
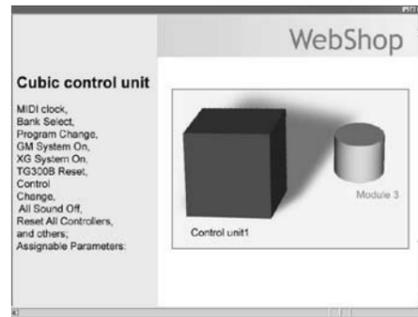
- *Outsourcing enables the customers to focus on their core business.*



# DONE INFORMATION SOLUTIONS: TECHNICAL INFORMATION MANAGEMENT SOLUTIONS

## SALES AND MARKETING

Digital product catalogs in various language versions

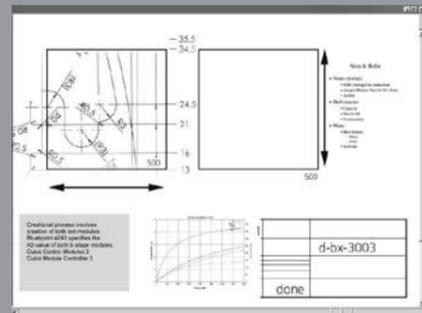


## CUSTOMER DOCUMENTATION

Operating, maintenance and installation manuals and other technical documentation in various language versions

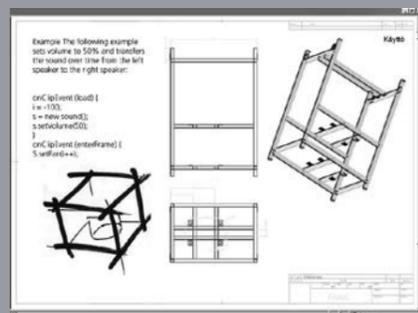
Information is part of product. The efficient planning, management and distribution of product information speed up the product development process from blueprint to market, reduce installation, raw material, transport and storage costs and improve product life-cycle management.

Done Information Solutions business area provides product development, design and multi-lingual documentation services as well as solutions for creation, management and distribution of technical information. Our solutions also create new business opportunities for after-sales.



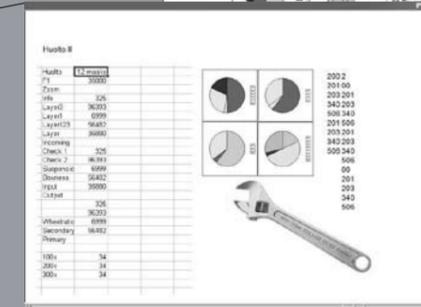
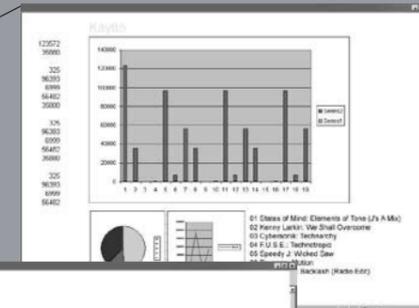
## PRODUCTION

Maintenance and updating of planning information and production diaries



## DESIGN

Product development, engineering and industrial design



## AFTER-SALES

Remote diagnostics, maintenance and spare-part systems

## DONE INFORMATION SOLUTIONS: PART 2: SATISFIED CUSTOMER

### SOLID INFORMATION

A large Finnish mechanical engineering company takes benefit of Done's solutions in its product design process. Done's information management solutions and services include CAD, CAM, delivery documents and operating manuals in several languages.

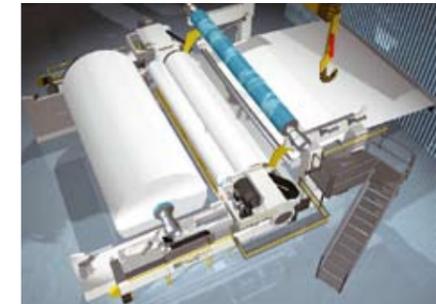
- *Right information for the right person at the right time.*



### INTEGRATED INFORMATION

Done has implemented a document management system for a Finnish paper machine manufacturer. The system is used in large-scale industrial projects related to information publishing and management and ensures the reliable and cost-efficient management of critical information.

- *Centralized information management increases efficiency.*



### TWO-WAY INFORMATION

Done has implemented a production information system for a Finnish forest industry group. The system has provided a more efficient information flow between employees and management on a day-to-day basis.

- *Information flow is an integral part of production management.*



### EASY ACCESS TO SPARES

Done's solution helps a telecommunications system provider to improve the availability of spare-part information. Information within the organization and to partners is transmitted quickly and accurately. The solution greatly improves spare-part logistics operations

- *Ongoing product development necessitates development of product information management.*



### INFORMATION HOTEL

Done has implemented a document hotel for an engineering firm specializing in industrial projects. Tailored for large-scale projects, the hotel is an information management system ensuring reliable and cost-efficient data transfer.

- *Thanks to the information management system, it is possible to manage large volumes of information.*



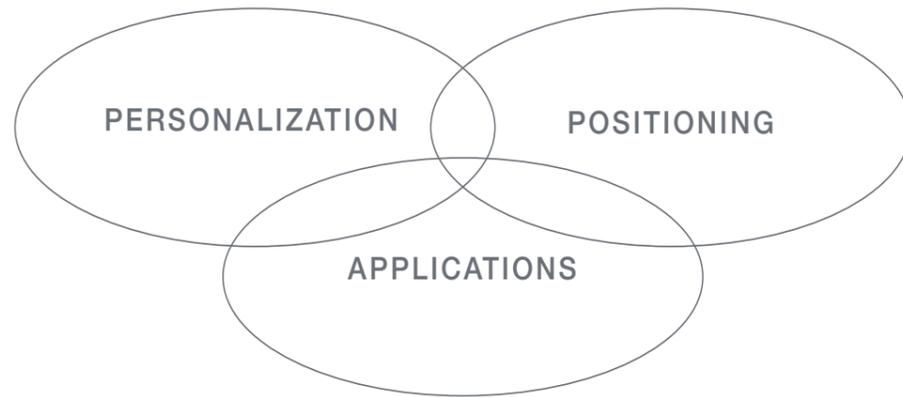
### REMOTE INFORMATION

Done is also engaged in marine engineering. In support of ships' engine maintenance, Done has developed and implemented a remote support solution. Through a video image provided via a satellite it is possible to control the maintenance work from a distance of thousands of kilometers.

- *Transferring information is essential, whereas transferring people is not.*



DONE WIRELESS SOLUTIONS:  
WIRELESS PLATFORM SOLUTIONS



Done Wireless Solutions business area offers wireless solutions for the control and monitoring of product deliveries and conditions in transit such as temperature or humidity. Due to global positioning and personalization solutions, we can ensure a personal and tailored service for our customers. Wireless solutions enable the smooth flow and management of information and the mobility and management of products and employees.

PART 3: SATISFIED CUSTOMER

KEEPING COOL

Done's system controls the temperature of refrigerated transport of a Finnish food manufacturer's goods to southern Sweden. The solution safeguards uninterrupted cold chain ensuring the high quality and shelf-life of foods.

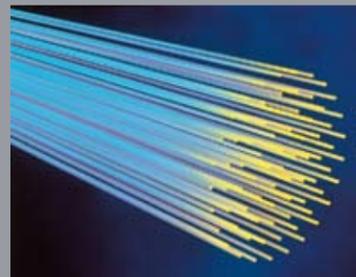
- *Monitoring real-time delivery ensures that products arrive in perfect condition.*



PERSONALIZING BILLS

A leading mobile invoicing and customer relationship management system provider has integrated Done's personalization and positioning solutions into its application. The company sells the context-based invoicing solution, developed in co-operation with Done, through its worldwide sales network.

- *The context-based, personalized and learning invoicing solution ensures that users are provided with the most appropriate services based on geographic location and personal profile.*



EMPOWERING ENGINEERS

Done's system enables the maintenance engineers of an elevator manufacturer to get the necessary information on their mobile phones' display. Information flows on a two-way basis. Once the work is completed, information is transmitted to the headquarters.

- *Well-organized communication saves time and energy.*

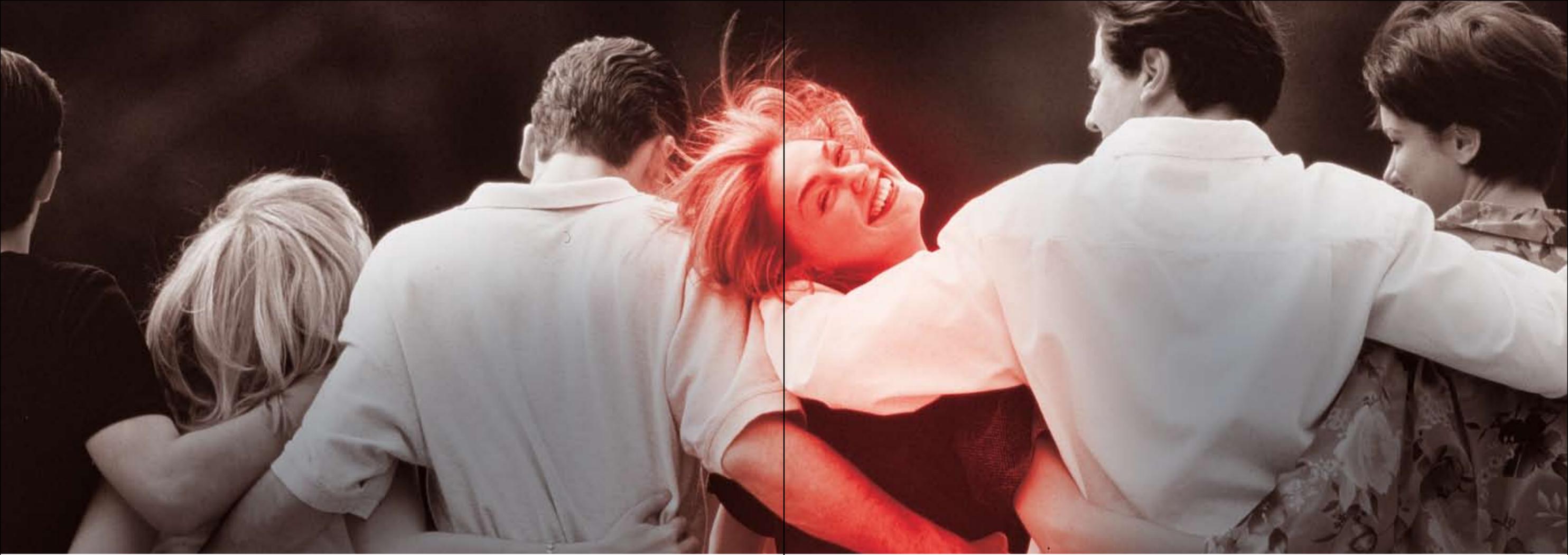


GOING LOCAL

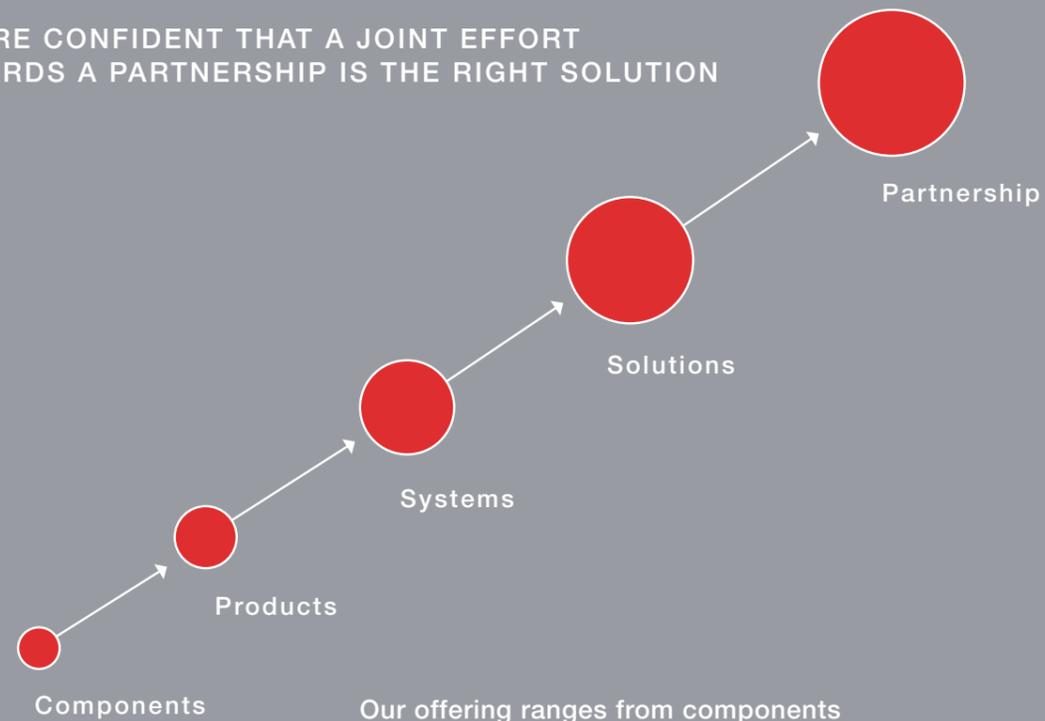
International next-generation mobile phone operators trust in Done. Through personalization solutions, it is possible to provide relevant services and content to users in the mobile environment. Network-based positioning information solutions provide the users with services according to the user's location.

- *Personalization solutions and global positioning open up new service areas and facilitate more targeted marketing.*





WE ARE CONFIDENT THAT A JOINT EFFORT  
TOWARDS A PARTNERSHIP IS THE RIGHT SOLUTION



Our offering ranges from components  
and products to partnership

We aim at a comprehensive partnership relation with selected customers.

We believe that joint analyses with our customers and analyses-based development plans are the best way to make our customers' processes more efficient and reducing their costs.

We also believe that more efficient processes lead to improved quality of operations.

## DONE IN BRIEF

Done consists of three business areas: Done Logistics Solutions, Done Information Solutions and Done Wireless Solutions. Done Logistics

Solutions focuses on procurement, production, warehouse and distribution management systems as well as on logistic outsourcing services. Done Information Solutions provides product development, design and multi-lingual documentation services as well as solutions for creation, management and distribution of technical information.

Done Wireless Solutions provides services enabling the use of wireless terminals in product and information logistics solutions. In addition, Done Wireless Solutions develops personalization and positioning solutions and related applications. Done operates in selected industries in the Nordic countries, Central Europe and the USA, with industry leaders and international corporations as its typical customers.

Done's pro forma consolidated net sales in 2000 totalled EUR 75 million and operating profit accounted for 5 percent of net sales. At the end of 2000 Done had more than 1,100 employees, of which 350 worked abroad. Done's subsidiaries as of the end of 2000 are based in the USA, the UK, Germany, Sweden, Estonia, Slovakia and Romania.



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