

Annual Report 2013

“We will continuously work towards our vision in becoming our customers most valued partner by understanding their needs and offering the solutions that make their businesses even more profitable; no matter what financial services business they are operating in.

Thomas Lundberg
Managing Director

“Crosskey has been an important partner, as they had the business expertise required to provide high-quality non-stop services.

Ulla Parkkali
Business Manager at Elisa

Future trends

- ✓ Mobility to banking.
- ✓ Accessibility for the end-customer.
- ✓ Rapid time-to-market.
- ✓ Increased levels of regulatory requirements.
- ✓ Customized and niche solutions.
- ✓ Less loyal customers towards traditional services providers such as banks.

Mobile payments, security and user friendliness are key words today and in the future. Crosskey's Card & Mobile Payments is stepping up to meet the changing market needs.

“Crosskey's solutions are the cornerstone of our business.

Ilkka Kuosa
SVP, Business Development
and IT at S-Bank

2013 was appointed “Health Year” at Crosskey. Meet our teams and learn what triggers them.

Crosskey in brief



- ✓ We develop, deliver and manage systems and solutions for the Nordic financial and capital markets
- ✓ Our mission is to make it easy and profitable to run a financial business
- ✓ Our vision is to be our customers' most valued partner
- ✓ We have offices in Mariehamn, Helsinki, Stockholm and Turku
- ✓ We have about 200 dedicated employees
- ✓ Our turnover 2013 was 28.181 MEUR with a net profit of 2.192 MEUR
- ✓ Examples of major clients: S-bank, Ålandsbanken, Elisa, Marginalen Bank, DNB

Managing Director's Review



Sailing with tailwind

During last year Crosskey had a strong focus on the future market and customer needs. Besides serving our customers at a consistently high level, our dedicated work also enabled us to attract two new assignments this year. The year showed a great growth trend compared to 2012 and we approach 2014 with a tailwind.

We have continued to develop our product range into a more modular approach where the customer can choose the part of our offering that they need. This is a step towards our mission in making it easier for our customers operating in the financial services industry to focus on their core business and profitability.

Our eBanking solution was launched as a stand-alone product family, with internet banking for both individuals and corporates, mobile banking and the personal finance management system “Advisor” as sub-products. Our stand alone card system became PCI-DSS certified making Crosskey one of the few PCI-DSS certified service providers in the Nordics.

Crosskey is made by people for people

Our business is all about combining the latest technology with professional people and strong customer relationships. Thanks to our committed people we have, during the past year, signed two new customers, Marginalen Bank and Folkia. Further, we have continued the work to support the operations of our existing customers. At the beginning of 2014, our customer Ålandsbanken decided to take Crosskey’s “Capital Markets on tap” solution as their new back-office platform. The solution has been developed together with our partner, Model IT and makes it possible for our customers to choose our capital markets offering as a stand-alone solution.

Our long-term customer, S-Bank, undertook some major changes as they acquired LähiTapiola Bank and also the majority of shares in FIM. Crosskey will support them in the huge system integration work that they have ahead and we very much look forward to being a part of S-Bank's continued journey in the Finnish banking market.

Going forward together

All in all 2013 was filled with exciting challenges and opportunities and a good growth trend compared with 2012. With this in mind we face 2014 with a strong tailwind. We will continuously work towards our vision in becoming our customers most valued partner by understanding their needs and offering the solutions that make their businesses even more profitable; no matter what financial services business they are operating in.

I would like to thank all customers, partners and shareholders for the past year and look forward to moving forward with you. Finally, I would like to thank all my fantastic colleagues at Crosskey – let's make 2014 a year to remember!

／ Thomas Lundberg
Managing Director

Highlights 2013



The Internet Solutions of the future are here

Crosskey launched its stand-alone product group eBanking, including internet and mobile bank for both private and corporate customers. Our eBanking stand-alone products are one step towards our goal in having a more flexible, modular offering for our customers.



Online Solutions with good margin

The importance of digital channels is increasing and the Swedish niche bank Marginalen Bank chose Crosskey to help them develop and implement their new internet- and mobile bank. The agreement with Marginalen Bank has given us a solid footprint on the Swedish market.

Flexible & Safe Card Solutions

Folkia, one of the biggest Nordic players within consumer loans, chose Crosskey's card solutions for their Finnish market. Cost efficiency as well as a PCI-DSS certified system played a big role in the choice of partner and we're happy to support Folkia on their way in entering the Finnish market.

International Security Standard

Crosskey became one of the few Nordic PCI DSS compliant card service providers; fulfilling the most stringent security standards set on the market. The PCI DSS standard is the most rigorous industry-recognized payment-card security standard available globally, meaning that Crosskey's customers can rely on having a trustworthy and secure service provider.

A Capital Markets Solution for future needs

A cooperation agreement was signed between ModellIT and Crosskey for developing and offering a total Capital Markets solution. This means that Crosskey now can offer an independent, complete Capital Markets platform for the Swedish and Finnish markets.



Customer Stories

Elisa



Flexibility for future banking

Elisa initiated a collaboration with Crosskey during 2012 and started the operations in 2013. Together they have developed a service for payments of the future. We had a sit down with Monika Liikamaa, Business Area Manager, Card & Mobile Payments at Crosskey and Ulla Parkkali, Business Manager at Elisa to talk about how the collaboration changed the industry and both companies.

How did your collaboration initiate?

Ulla

When we started a new company, Elisa Rahoitus Oy, and our carrier-independent Elisa Wallet service, combining Near Field Communication (NFC) technology and virtual credit cards, it was necessary to find a reliable partner that could tailor an overall solution according to Elisa's needs.

Monika

We are a fast and flexible partner with the ability to adjust after changing circumstances. Since it was important for Elisa to have a partner with a strong focus on established goals, we could deliver on Elisa's needs.

Ulla

Future trends

- ✓ Alternative players entering the market (such as Elisa).
- ✓ Enabling easy and safe payments.
- ✓ Less loyal customers towards traditional services providers, such as banks.
- ✓ Accelerating the digitalisation of services.
- ✓ Potential development of virtual currencies and related regulations.

The cooperation with Crosskey has been smooth, based on the Agile Model. Crosskey has been an important partner, as they had the business expertise required to provide high-quality non-stop services.



“ Crosskey has been an important partner, as they had the business expertise required to provide high-quality non-stop services.

How did Crosskey approach Elisa’s challenges in the beginning?

Monika

This project was the start of a change in the way of working at Crosskey. We went from delivering projects according to traditional Waterfall Methods to working with agile methods utilising Scrum. Initially we quoted Elisa our card system, and in order to fulfil Elisa’s needs we developed a direct access to the MasterCard network.



Did you reach the anticipated result?

Ulla

Crosskey has been flexible and has according to our request enabled agile product development, which is a cornerstone to us. As a result of that, we are the first company to launch an integrated mobile payment service on the Finnish market, both online and brick and mortar; including a virtual payment card and a prepaid payment sticker.

Monika

Our focus throughout the process was to deliver with Elisa’s end customers

in mind. For that purpose we established a good way of working. We achieved, and even exceeded, the goals we had set.

How will this co-operation evolve in the future?

Ulla

We have had a successful co-operation up until now, and we hope to see it develop in the future.



S-Bank



Strong relations provides great results

S-Bank has been working with Crosskey ever since they launched their bank operations in Finland in 2006. The relation has been strong and successful and is now heading to the future. We met with Iikka Kuosa, SVP, Business Development and IT at S-Bank and Heidi Wik, Business Area Manager, Banking at Crosskey, for a conversation about the collaboration and future trends.

How did your collaboration initiate?

Heidi

S-Bank wanted to launch a bank, an enormous project in which the banking system had to be integrated and aligned, and data had to be migrated. Although a banking system constitutes the core of a bank's activities, a very extensive business project is also required to build the organisation, products and business processes. S-Bank constructed an organisation with a strong level of expertise and since we could assist them with products and business knowledge the project was a success. I remember that weekend in October 2006 when

Future trends

- ✓ Mobility to banking, smartphones and wrist watches, etc.
- ✓ Accessibility for the end-user, not necessarily at a bank office.
- ✓ Rapid time-to-market.
- ✓ Increased levels of regulatory requirements.
- ✓ Customised and niche solutions due to new market players.



we went live. It was a major milestone for both S-Bank and Crosskey.

likka

Crosskey was initially chosen because the company's services fully matched our needs and because the company was, at that time, significantly investing in the future. We have naturally come to rely on Crosskey's offering since we know that they deliver what they promise.

Heidi

Since S-Group started their banking business from scratch when launching S-Bank, we could offer a system that matched the business needs as well as the necessary industry and business-specific knowledge.

What was the challenge and solution for S-Bank?

likka

We are the only retail bank in Finland. Initially we were looking for a solution that would enable us to create a new way of doing business in the Finnish banking market.

Heidi

Our Core Banking product and online bank corresponded to S-Bank's needs, i.e. support for customer management, deposits, loans, payments and business products, as well as online banking as the primary channel. The Core Banking product is stable and handles millions of customers and transactions with high accessibility. Our internet bank was already known as one of the best online banks on the market and it was adapted according to S-Bank's layout and product range as a retail bank. Along the way, we have constantly developed the product range in close cooperation with S-Bank.

Did the solution meet your expectations?

likka

Crosskey has a solid and down-to-earth way of presenting its solutions. We want to invest in understanding new solutions before we make a purchase decision. We have come up with a good and trustworthy way of finding the solutions that are the best for us.



“ Crosskey’s solutions are the cornerstone of our business.

How would you describe your co-operation?

likka

Together we have created the formal workings for interacting on both our day-to-day productions and our development projects. The goal is to be straightforward, open and honest in both directions.

Crosskey’s solutions are the cornerstone of our business. In general, the banking business is highly intensive when it comes to information systems and Crosskey’s system enables our central products and services. For us, it is essential to concentrate on fulfilling the needs of the customer. This is possible when we know that our partner takes care of the systems.

Heidi

I agree, we have defined clear and efficient processes that facilitate an open dialogue between us. Our collaboration has evolved in the right direction, perhaps even beyond our expectations, Crosskey has grown along with S-Bank. We have benefited greatly from collaborating on the task of creating solutions that meet the bank's needs and in our efforts to streamline our processes. The fact that Crosskey continues to have the customer's confidence proves that our partnership has been a success and we will play an important role in the creation of the new S-Bank. We look forward to continuing to work closely with S-Bank, where we are perceived as flexible, fast and innovative.

“ We would absolutely recommend Crosskey. Crosskey is a player with the systems expertise and in-depth understanding of central banking processes.

How do you see this co-operation evolving in the future?

likka

In addition to a long, shared history, we are committed to further develop our co-operation in the future. Crosskey will likely play a significant role in enabling our business even in the years to come. Based on our experience, we would absolutely recommend Crosskey. Crosskey is a player with the systems expertise and in-depth understanding of central banking processes. This is crucial, as good systems are built on good processes.

Business Areas

Core Banking



Agile processes to support innovations

Crosskey's business area Banking offers Core Banking products for banks and financial institutions in the Nordic and European Market. All products can be handled seamlessly in different interfaces depending on our customers' needs, for example, internet, mobile, sales, support and/or advisory tools. Our Core Banking products handle millions of customers and transactions every month giving high availability. Due to our long experience in the financial industry we are also able to offer banking knowledge and services.

Our business area Banking is one of the few SWIFT Service Bureau providers in the Nordics. This means that our system acts as a gateway between banks, financial institutions and corporations to the SEPA and Foreign Payments network.

During 2013 agile working processes have been implemented which resulted in improved efficiency. Concrete actions in order to meet up with market demands were finalised, such as making all payment products SEPA compliant according to SEPA End Date Regulation 260/12 and upgrades according to SEPA rulebook version 7.0. Our product portfolio grew with

Our expertise

- ✓ Customer Management
- ✓ Deposit processes
- ✓ Lending processes
- ✓ Authority Reporting
- ✓ Domestic Payments
- ✓ International Payments
- ✓ SWIFT Service Bureau
- ✓ Corporate Solutions
- ✓ System integrations
- ✓ System migrations

Direct Payments and our lending system now fully supports BASEL IRB (models to quantify banks required capital for credit risk according to Basel regulations) in both Finland and Sweden. Furthermore, we improved our “Know your customer” processes according to compliance requirements for Customer Registers within the financial sector.

Outlook

The finance industry is at the moment growing faster than ever before. Banks are facing competition from new entrants, new products are entering the market and payment methods are emerging at the same time as regulations are increasing. A natural meeting between customer



and the bank at a branch office is no longer a guarantee and banks need to find ways to work with their customer relations remotely and seamlessly, independent of what device the customer is using.

During 2014 Crosskey will continue to meet its customers’ need of a fast “time to market”, taking integration requirements especially into consideration. We will take our agile working processes to the next level including both agile systems and people. Our offering will continuously be developed in order to always be future proof; always striving to be flexible and support new innovations.

Our main focus for 2014 will be to deliver our customer projects with a high quality and have a close cooperation with our customers. Banking is highly involved in the program for merging S-Bank with LähiTapiola Bank and FIM with several projects included in the merging program. Banking will also play an important integration role in the new Capital Markets project during 2014.

Heidi Wik

Business Area Manager, Banking

Capital Markets



New product line in Sweden and Finland

Our services for Capital Markets offer a seamless flow for transactions from the user through the front-office and finally to back-office and reporting, they can be used via both internet and mobile devices. Capital Markets are continuously affected by new requirements and regulations from various authorities, and during 2013 we worked actively to adapt to these.

Furthermore, we developed the first component of our future product family, Ming Trader – a Web-based transaction engine and order management system at the forefront of both design and technology.

Many new components have been launched during 2013.

To extend our product palette, we have set up a co-operation with Model IT, a skilled technology company in Capital Markets product development. Their back-office system for fund and asset managers will be developed jointly to cover trading related back-office functionalities as well as the demands on the Swedish market. The co-operation got a kick-start by the pre-study carried out for Ålandsbanken around the turn of the year.

The merger of the S-Bank and LähiTapiola Bank was announced in summer 2013. In the short term, this will mean that Capital Markets as a department and Crosskey as a company will find challenges in maintaining an acceptable

Our expertise

- ✓ Capital markets
- ✓ Trading
- ✓ Fund management
- ✓ Asset management
- ✓ Issues
- ✓ Authority Reporting
- ✓ Back-office for all capital markets business areas
- ✓ Transaction processing
- ✓ System integration
- ✓ System migration

level of license revenues from the new group. We believe, however, that this will be a temporary dent and that we will gain new revenues with our new products and new customers.

Outlook

We will continue our mutual system development with Model IT, and the offering was presented to the Swedish market in March. Ming has all its main client versions ready, so it can be sold to professional brokers, banks' external institutional clients and private investors on the internet. In addition to trading in shares, we will also provide derivatives trading.

Our biggest project during 2014 will be replacing Ålandsbanken's back-office platform and a lot of other systems, first in Sweden, and later in Finland. Ålandsbanken will use our new concept, the combination between Ming and Model IT's OneFactor, a newly built avant-garde back-office system.

We will start our selling activities with our new product line both in Sweden and in Finland. The merger of S-Bank and LähiTapiola Pankki will also require our efforts.

／ Pekka Virtanen
Director, Capital Markets

Card & Mobile Payments



The future is already here

Crosskey offers a state-of-the-art Card & Mobile Payment System that includes all functionalities for successful card issuing lifecycle management. The system is PCI-DSS certified which is an absolute necessity for new stakeholders to enter the market and also provides security to our existing customers.

The system is easy to adapt and integrate to existing infrastructure – everything from application processes to invoice printing can be adapted for a customer's needs. This enables an extensive integration into the customer's existing mobile application or internet pages. The customer can also see its involvement online and a variety of ready-to-use APIs for functions can be offered. End-customers can for example make payments between its accounts or transfer money to other customer's accounts (P2P payments). One example of this is Elisa Rahoitus' newly developed wallet solution "Elisa lompakko".

Our expertise

- ✓ Card issuing
- ✓ Card lifecycle management
- ✓ Invoicing, reminder and collection processes
- ✓ Authorisations and transactions processing
- ✓ Clearing and Settlement
- ✓ On-us Transaction Acquiring
- ✓ Fraud monitoring
- ✓ Back-office for card issuing
- ✓ Card Manufacturer integrations
- ✓ Other system integrations
- ✓ System migrations
- ✓ PCI

During 2013 we developed direct connection towards the Visa network for online authorisation and clearing. This extends our offering even more; previously we offered corresponding connections towards MasterCard and in Finland towards Nets and Automatia. Being able to provide direct access to both MasterCard and VISA makes us a unique service provider in the Nordic market.



Outlook

A new functionality that will be launched in 2014 is Data Warehouse. This enables for complete analysis of our customer's business. To further enhance the security for our customers a "Fraud Prevention System" will be implemented and offered. This includes both a

system for authorisation and clearing transaction monitoring, also a service offering through back-office functionality for our customers.

Mobile payments, security and user friendliness are key words today and in the future. A lack of common standards keeps the industry at a crucial point right now, and new technical solutions and innovations are being developed.



Furthermore, it is not evident that we will have traditional plastic payment cards in the future. The connection to customers' accounts can just as well be made in another form. Therefore Crosskey has developed a system with standardised interfaces allowing different techniques and solutions to be easily integrated into the system.

／ Monika Liikamaa
Director, Card & Mobile Payments



Meetings online

Crosskey's eBanking platform is designed to manage communications and additional sales to banking consumers in the digital channels. The primary target group is small and medium-sized banks. The platform is a Java-based service layer and the system is optimised to manage communication with end users in digital channels, such as mobile phones and computers.

The clients often have multiple underlying systems designed to manage one or several products. These are linked together by our eBanking platform and are displayed uniformly to the end-user.

Crosskey provides a platform and it is up to the customer to choose how, when and where to use it. Whether it is to communicate with your customer in real time, send out promotions or emphasise the importance of balanced personal finances.

Outlook

Our expertise

- ／ “Out of the box” internet and mobile banking
- ／ Customer identification and signing of payments and agreements
- ／ Customer communication
- ／ Targeted sales
- ／ Personal Financial Management
- ／ Back-office for full control of your eBanking channels
- ／ Personalised Corporate and private eBanking
- ／ Integrations to payment service providers
- ／ Development and maintenance of Customer adaptations
- ／ Project management and system integrations
- ／ Operations management, including 24/7 availability

More and more banking is happening online. This has led to an ongoing movement in the financial market with new players entering the market as a result, this forces

existing actors to constantly renew

themselves. Crosskey's aim with the eBanking platform is that it will create new business opportunities for their customers. The drive to develop these solutions is to simplify the processes and strengthen customer loyalty.

Many players in the financial market have problems with reaching out with their offers and are inhibited by their product systems. With the eBanking platform Crosskey is hoping to solve that problem since the integration towards the product systems is done once and can then be carried out across several channels.

／ Joakim Isaksson

Business Area Manager, eBanking

／ Support and maintenance

／ Proactive and agile
partnership

Operations Management



Flexibility to meet new demands

In 2013 Crosskey became PCI-DSS certified for the Card platform. This required a thorough assessment of working methods, processes and how the environments are physically managed. As our processes and IT services are PCI-DSS and ISO9001 certified we can provide high quality and security in our service delivery. We utilise state of the art technology to ensure that our business platforms are available at all times.

We completed a major virtualisation project on the IBM i platform, which is used to run our core bank customers. The final part of the project was the storage side where we implemented a top of the line enterprise class of IBM storage. This allows us to achieve even higher availability times as well as to scale performance and space in a more dynamic way. The complete IBM i platform is now virtualised and it will allow us to grow with our customers in the upcoming years. This work will make the technical merger between S-Bank and LähiTapiola easier to achieve.

Furthermore, Operations took the first step towards working with agile methods in 2013. It makes it possible to react quickly to changing business demands from our customers.

Our expertise

- ✓ 24/7/365 supply of infrastructure services, complete stack from hosting to application monitoring
- ✓ 24/7 service desk and monitoring
- ✓ Full system management life cycle of the systems, both on server and client side
- ✓ IBM i, Unix and Windows expertise
- ✓ PCI-DSS and ISO9001 certified operations

Outlook

Recently Niclas Södergård became the new head of Operations. He was previously Process and Quality Manager at Crosskey and introduced the agile concepts to Crosskey's organisation as well as to Operations at the end of 2013.

All business projects require faster time to market for all hosting services, in the upcoming years there will be a strong focus on further automatisation and virtualisation. This is a key concept to help our customers to achieve their business results faster.



Another focus area will be more intelligent monitoring. Traditionally monitoring has been aimed towards up and down monitoring of services. We are working more and more towards increased business oriented monitoring to ensure a service is working from end to end.

These focus areas together with a continuing implementation of agile work methods will ensure that Operations Management will enhance its ability to deliver services with a faster time to market in the future.

✓ Niclas Södergård
Department Manager, Operations Management

Our Personnel



In order to invest a little extra in our personnel we chose to make 2013 a “health year”. This has resulted in both healthier employees as well as a more profitable organisation. In relation to this investment it feels more than good that our scores in this year’s “Great Place to Work” survey provided the best results for Crosskey so far.

Belief in the future at the Crosskey-day

For the 6th time in a row the Crosskey-day was arranged in May, this time in Mariehamn. Our MD Thomas Lundberg started the day by opening up Crosskey’s strategy and leadership model. He pointed out the importance of being clear, available, having a high energy level and a good feeling of unity which in turn becomes a rewarding business and company culture. During the day four internal speakers presented the most important future projects ongoing at the moment. An external speaker, Stefan Hyttfors, concluded the day with an inspirational presentation about the future and the importance of business intelligence and business development.

A “health year” for a wellbeing company

Rewards 2013

As per the tradition, the most exemplary achievements were rewarded.

Customer ambassador of the year

Monica von Frenckell

Innovator of the year

Heidi Wik

Team player of the year

Johan Lehto

Newcomer of the year

Amira Oujlouq

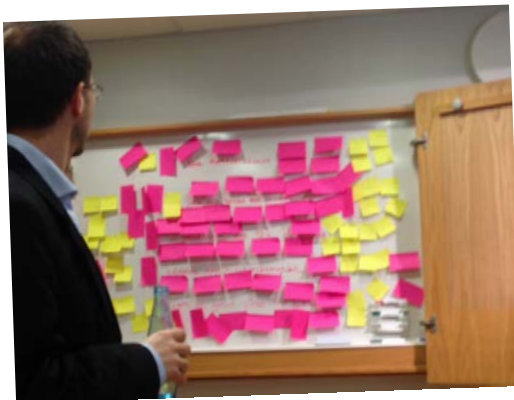
Accomplishment of the year

Card & Mobile Payments
Department

The previous year, 2012, was a turbulent year with consultation processes and other changes. In order to strengthen the organisation we chose to make an investment in our personnel in 2013 by conducting a health project together with the medical care and health company Medimar. We also decided to give our personnel the chance to work out one hour per week during working hours. By investing in our personnel's health we have managed to reduce short-time sick leave and have seen that the investment has been profitable.



Thanks to this initiative, we now have both a healthier company as well as healthier employees.



Great Place to work

For the third consecutive year we conducted the employee survey "Great Place to Work". This year we have seen remarkable improvements in the results thanks to our purposeful work and investment in our personnel. Above all we are very proud of the good numbers we see when it comes to the questions about Crosskey on the whole being a great place to work.

“ Good cooperation with colleagues and fun to go to work

Good leaders who trusts what you do ”

“ Our agile working methods have resulted in employees being more able to influence their own jobs

Good atmosphere and cooperation – we work together as a family ”

“ The agile working methods have been a real boost; it’s good to be able to visualise what has been done and is being done

Fast decisions ”

Sharing is caring

In 2013 we continued to focus on internal communication. Among other ways this is being done through blogs on both MD and department level. Our MD Thomas Lundberg has continued with his “Monthly Business Updates” where the month’s major happenings have been presented and where all employees have the chance to ask questions. We also continued with our “Action talks”, which have turned out to be a very much appreciated initiative inspiring a frequent dialogue between leaders and employees.



All in all, we are happy to see that our investments in our personnel have paid off well in all respects and we look forward to a prosperous and healthy 2014.

／ Monika Sigmark
HR-Manager

Employee Stories

Andreas Björk

What do you do at Crosskey?

As an Operative Manager the main tasks are to motivate my fantastic colleagues in their daily work, ensuring that we work according to our processes while also improving them and that we deliver systems with high quality. The work involves a lot of communication towards our customers, third party vendors and card schemes such as MasterCard and Visa.

What do you like most about your job at Crosskey?

The variety in the job, involving everything from participating in large projects launching new customers to participating in solving complex key algorithms and the feeling when projects are successfully delivered.

Tell us about your career development at Crosskey.

I started at Crosskey as a Project Manager with focus on infrastructure and technical projects working with System I environments, Network and PC client projects. In March 2013 I took over as main Project Manager for the Elisa customer project. At the same time as the Elisa project was launched successfully the Card & Mobile Payments business unit introduced Scrum as a working method and I became Operative Manager for Card & Mobile Payments.

What's it like working at Crosskey?



Current Role

Operative Manager, Card & Mobile Payments

Joined Crosskey

March 2010

Education

Bachelor of Information Technology

Working at Crosskey often means a lot of challenging tasks to be solved in co-operation with customers, vendors and within Crosskey. Even though the systems that we deliver involve high security and high quality requirements the work is performed in a very friendly atmosphere with a lot of humour involved. Located in Mariehamn, one advantage is in life outside work – everything is very close by and travel times are almost non-existent which gives you more time at home.

What do you do outside the office?

As a relatively new parent of a nine month old daughter it requires some planning to be able to find time for a couple of golf rounds and some workout hours per week.

Jenny Rundqvist

What do you do at Crosskey?

I work as a Windows system administrator. My colleagues and I make sure that the user's personal computers, software and peripherals such as printers, monitors, webcams, etc. function as they should. We help about 1,000 customers in Åland, Sweden and Finland.

What do you like most about your job at Crosskey?

The best thing is our team work and the joy we have in working together.

Tell us about your career development at Crosskey.

I still have the same duties as when I started but I'm really happy with this and feel I've found a job that suits me very well.

What's it like working at the office in Mariehamn?

There are about 150 people who work at Crosskey's head office in Mariehamn, which is a city surrounded by a lot of water and open space. This gives a great feeling of always being close to nature, which is a nice contrast to our high-tech work environment. Crosskey's personnel policies with its focus on wellbeing and health suits me very well and I like the positive atmosphere we have in the office.

What do you do outside the office?

I live in Lemland, outside Mariehamn, with my husband and our two daughters. Our house is a recycled log house from the 1800s that has been refurbished to be livable but the process of finalising it is still ongoing. In my spare time I run as exercise and I look forward to creating a garden in which my family and our pets will spend a lot of time to relax and enjoy.



Current Role

Windows system administrator

Joined Crosskey

April 2008

Education

IT-coordinator

Jimmy Mattson

What do you do at Crosskey?

I work as a System Developer for the eBanking department, which means my main tasks consist of implementing improvements and new functionalities to our customers' internet banks. I believe a common mistake is to believe that the life of a programmer only consists of countless hours writing code in front of a screen, but the reality at Crosskey is far different. With our new agile ways of working we get a chance to meet our customers and personally get an understanding of what they really want. This includes giving our own technical feedback and improving the idea further to what's technically possible, which in the end improves the quality of the final result.

What do you like most about your job at Crosskey?

The best thing about working at Crosskey is definitely my colleagues, and I would lie if I said that my first year here wasn't the most educational year I've ever had. There are a lot of competent people in the company who gladly share their knowledge and give you a chance to improve yourself. But of course the fact that we work with banking products also adds its value – demanding the highest possible quality in our work.

Tell us about your career development at Crosskey

I started working at Crosskey as a System Developer trainee in 2012. Work experience was required for my degree and I felt that Crosskey offered the best possibilities to improve as a developer on the Åland Islands. I was lucky to get the internship and almost a year later I finished my last required internship hour and was immediately offered a permanent employment at the



Current Role

System Developer, eBanking

Joined Crosskey

June 2012

Education

Bachelor's Degree in
Engineering at Åland
University of Applied
Sciences

newly created eBanking department. Every day there is something new to learn and hopefully I'll end up in a role with even more influence on the technical decisions.

What's it like working at Crosskey?

As leaving the Åland Islands never felt like an option for me, Crosskey has given me a great opportunity to work at a "larger" software company and the best possibilities to personally develop. I'm positioned in an open plan office which suits my personality well. I get involved in technical discussions from the beginning not intended for me, but I believe a lot of knowledge is shared this way and it keeps our department united. But I can of course only speak for myself.

What do you do outside the office?

As I come from the countryside and my father owns a farm I like to add some contrast by being what people might call a part-time farmer. Doing something completely different from what I do at Crosskey keeps me inspired and the hours behind the steering wheel of a tractor are the very best for figuring out technical solutions and the problems of tomorrow.

Dennis Frantzén

What do you do at Crosskey?

I lead the team of system architects within Banking, each having specialised skills. My focus area is to plan, organise and execute our technical roadmap. The challenges I see in my work are to prioritise and to find the correct path in the flowering of good ideas.

What do you like most about your job at Crosskey?

As a system architect there are always new challenges around the corner giving you the opportunity to develop yourself in many directions. For example I have dived into systems like Hardware Security Modules and XML Security Gateways giving me technical challenges, meanwhile building systems and integration towards card brands and various identity providers has given me in depth business knowledge of different products. It's these kinds of variations in challenges that I like most about my job.

Tell us about your career development at Crosskey.

During the summers when I was studying at KTH, I worked as a Capital Market Developer at Ålandsbankens IT department (which later became Crosskey), and I continued with this after completing my studies. When Crosskey was formed my focus area widened and as a developer in the project department I was now working over all areas, and I got more and more into system integration. After 3 years I became a R&D Engineer, focusing on bringing new technology and solutions to the core system. In 2008 I became a system architect and since then I've been working with



Current Role

Lead Architect, Banking

Joined Crosskey

2004

Education

Master of Computer Science
at KTH Royal Institute of
Technology

solution architecture in different areas within Crosskey. A couple of months ago I took the next step in my career to my current role as a Lead Architect for Banking.

What's it like working at Crosskey?

Crosskey is big enough to let you work professionally in many fields. At the same time it is small enough for you to influence the way we work. You can and you will make a difference.

What do you do outside the office?

One of my passions is running; I feel it's relaxing and it's a way to process my thoughts while hitting the road. I also like photography a lot, but these days most of my spare time I spend with my family, raising a two and a four year old together with my wife.

Jenny Österlund

What do you do at Crosskey?

In my position as a business consultant within the business area of Banking, I work primarily with sales to maintain good communication with our customers. When needed I also function as a project manager for Banking related projects. Besides the more “everyday working tasks” my work also includes keeping an eye on what’s going on in our market and as part of that, keeping myself updated, I sometimes participate in different events. Recurring activities in my calendar are for instance meetings with customers, handling requests concerning new or changed functionality as well as creating and finalising proposals to our customers.

What do you like most about your job at Crosskey?

The thing that I like most about working at Crosskey is the people that I work with, which includes my colleagues as well as our customers.

If I look more specific on my job, then I have to say that what I like most is the variety, one day is never the same as the other and therefore the work never gets “boring”.

Tell us about your career development at Crosskey

I started my career in Crosskey as a Banking Specialist within the area of accounting and authority reporting (part of the business area Banking). In that position the main focus was on the actual product, which included involvement in everything from everyday maintenance to creating requirement specifications and testing new functionality. After a couple of years I felt ready for the next step, and therefore I did not hesitate when the



Current Role

Business Consultant

Joined Crosskey

January 2009

Education

Master of Science in
Business and Economics,
Management and
organisation, Uppsala
University

opportunity occurred to become a Product Coordinator. In that role I still worked as a banking specialist but I then also started to get a bit more involved in the sales process as well as in the overall planning of the work within the team that I worked with. It was during this period that I started to realise that I was more interested in the sales process and customer communication than I was working with a specific product. So when our Product Manager for Core Banking went on maternity leave I jumped at the opportunity to be a substitute for her, and in that position I got fully involved in the sales process. Recently our business area “Banking” went through an organisational change which also created new job opportunities, so it was in connection to that change that I applied for one of the open positions as business consultant, and here I am today and enjoying every second of it.

What’s it like working at Crosskey?

It is a very good and positive working culture at Crosskey. The people working here are very easy going and service minded at the same time as I feel that there is a strong willingness to work. If I stumble over a problem or challenge I can always feel secure that I will get the assistance and help that I might need to solve or handle the problem. Right from the start I felt welcome at Crosskey and still today, I really enjoy working here.

What do you do outside the office?

When I’m not at the office I enjoy spending time doing things that put me in a good mood. This includes ordinary things like for instance: working out, shopping, reading a good book, hanging out with friends and family and I never say no to travelling (preferably to places where I can enjoy the sun or a good selection of stores).

Management and Board 2013

Management



Thomas Lundberg
Managing Director



Tommy Grönlund
Deputy Managing Director



Joakim Isaksson
Business Area Manager, eBanking



Niclas Södergård
Department Manager, Operations Management



Heidi Wik
Business Area Manager, Banking



Pekka Virtanen
Director, Capital Market



Monika Liikamaa

Director, Card Solutions



Stefan Eriksson

Department Manager, Sales and Key Account
Management

Board



Peter Wiklöf
CEO, Ålandsbanken



Sven-Harry Boman
M.Sc. in Business Administration and Economics



Matti Jääskeläinen
M.Sc. in Electrical Engineering

Our Economy

Consolidated Income Statement

A summary for the year 2013 (EUR 000s)

	Jan 1–Dec 31 2013	Jan 1–Dec 31 2012
Sales	28,181	27,717
Production for own use	1,451	839
Other operating income	74	17
	29,705	28,573
Materials and services		
Purchase of materials	–3,896	–4,246
Purchased services	–1,392	–1,317
Total materials and services	–5,288	–5,563
Personnel costs		
Salaries and other remuneration	–10,694	–11,169
Payroll overheads		
Pension costs	–1,768	–1,809
Other payroll overheads	–980	–1,030
Total personnel costs	–13,443	–14,007
Write-offs and write-downs		
Write-offs to plan	–2,162	–1,891
Write-downs of assets among illiquid assets	0	0
Total write-offs and write-downs	–2,162	–1,891
Other operating expenses	–5,782	–5,049
Operating profit	3,030	2,062
Financial income and expenses		
Other interest and financial income	18	32
Interest and other financial expense	–70	–49
Total financial income and expenses	–52	–17
Income before appropriations and taxes	2,978	2,045

Income tax	-694	-519
Change in deferred tax	-89	-24
Minority interest	-4	1
Profit for the financial period	2,192	1,503

Consolidated Balance Sheet

A summary for the year 2013 (EUR 000s)

	Dec 31 2013	Dec 31 2012
Assets		
Illiquid assets		
Intangible assets		
Intellectual property rights	3,500	3,017
Projects in progress	722	639
Micellaneous expenditure with a long effective life	986	995
Total intangible assets	5,208	4,651
Tangible assets		
Machinery and inventories	1,023	1,310
Other assets	16	16
Total tangible assets	1,039	1,326
Total illiquid assets	6,247	5,977
Liquid assets		
Current receivables		
Total current receivables	3,982	2,812
Cash and bank balances	392	6,285
Total liquid assets	4,374	9,097
Total assets	10,621	15,074

Liabilities

	Dec 31 2013	Dec 31 2012
<hr/>		
Shareholders' equity		
<hr/>		
Total equity	6,531	5,885
Minority interest	8	5
Statutory reserve	31	9
Loan capital		
Short-term loan capital		
<hr/>		
Total short-term loan capital	4,052	9,176
Total liabilities	10,621	15,074

Contact us

Mariehamn – Head Office

Elverksgatan 10
AX-22 100 Mariehamn
+358 (0) 204 29 022
www.crosskey.fi (<http://www.crosskey.fi>)

Stockholm

Rådmansgatan 40
SE-113 57 Stockholm
+46 (0) 8 791 49 00
www.crosskey.se (<http://www.crosskey.se>)

Åbo

Lemminkäinenengatan 32
FI-20 520 Åbo
+358 (0) 204 29 022
www.crosskey.fi (<http://www.crosskey.fi>)

Vanda

Plaza Pilke, Örevägen 16
FI-01 510 Vanda
+358 (0) 204 29 022
www.crosskey.fi (<http://www.crosskey.fi>)