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U.S. Securities and Exchange Commission  
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Washington, DC 20549  
USA

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SEC  
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Best Regards

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## YEAR-END REPORT JANUARY-DECEMBER 2009

- Sales amounted to **MSEK 7,621 (8,009)**, of which the organic sales growth amounted to **-12 percent (3)**.

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- Sales of services increased by **7 percent** to **MSEK 3,286 (3,070)**, of which the organic growth of services amounted to **-1 percent (4)**.

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- Non-recurring costs amounted to **MSEK 103<sup>1</sup>**, of which **MSEK 90** were during the fourth quarter.

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- Operating income (EBIT) amounted to **MSEK 493 (537<sup>2</sup>)**, corresponding to an operating margin (EBIT) of **6.5 percent (6.7)**.

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- Income before tax amounted to **MSEK 460 (-366)**.

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- Net income amounted to **MSEK 320 (-440)** and earnings per share amounted to **SEK 0.87 (-1.21)**.

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- The operating cash flow amounted to **MSEK 912 (687)**.

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- The Board of Directors proposes a dividend of **SEK 0.30 (0.30)** per share.

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<sup>1</sup>Throughout the report, items for 2009 have not been adjusted for non-recurring costs.

<sup>2</sup>Operating income (EBIT) for 2008 before costs of the restructuring program (MSEK 275) and impairment losses of goodwill (MSEK 490) is referred to throughout the report, unless otherwise stated.

## COMMENTS FROM THE CEO, JUAN VALLEJO

The year was characterized by a weak market situation with low demand and a high degree of price competition. The restructuring program initiated during 2008 countered the lower demand to a large extent. As we expect the market situation to remain weak we have initiated additional efficiency enhancing measures in the fourth quarter, which are expected to deliver annual savings of approximately MSEK 75 from the third quarter 2010. The operating cash flow strengthened during the year and amounted to MSEK 912, an increase of MSEK 225 compared with 2008. We have had stable underlying earnings during the year, adjusted for non-recurring costs. We are continuing to focus on refinement of the service offering with recurring revenue, while at the same time prioritizing margins over growth.

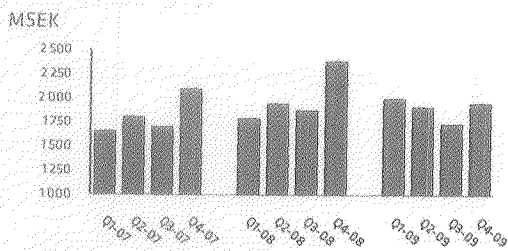
## Financial overview – The Group

MSEK	Jan-Dec 2009	Jan-Dec 2008	Oct-Dec 2009	Oct-Dec 2008
Sales	7,621	8,009	1,961	2,389
Sales, Services	3,286	3,070	827	884
Sales growth, %	-5	10	-18	14
Sales growth, Services, %	7	10	-6	19
Organic sales growth, %	-12	3	-17	1
Organic sales growth, Services, %	-1	4	-3	6
Gross income	2,602	2,695 <sup>1</sup>	661	782 <sup>1</sup>
Gross margin, %	34.1	33.7 <sup>1</sup>	33.7	32.7 <sup>1</sup>
Selling and administrative expenses	-2,079	-2,132 <sup>1</sup>	-563	-561
Selling and administrative expenses, margin, %	27.3	26.6 <sup>1</sup>	28.7	23.5 <sup>1</sup>
EBITDA	706	748 <sup>1</sup>	144	273 <sup>1</sup>
EBITDA margin, %	9.3	9.3 <sup>1</sup>	7.4	11.4 <sup>1</sup>
Operating income before amortization (EBITA)	523	563 <sup>1</sup>	98	221 <sup>1</sup>
EBITA margin, %	6.9	7.0 <sup>1</sup>	5.0	9.3 <sup>1</sup>
Operating income (EBIT)	493	537 <sup>1</sup>	91	213 <sup>1</sup>
Operating margin (EBIT), %	6.5	6.7 <sup>1</sup>	4.6	8.9 <sup>1</sup>
Impairment losses of goodwill	-	-490	-	-
Operating income (EBIT) including costs of the restructuring program in 2008 and impairment losses of goodwill	493	-228	91	-63
Net financial income/expense	-33	-138	-12	-52
Income before tax	460	-366	79	-115
Net income	320	-440	54	-116
Earnings per share, SEK	0.87	-1.21	0.15	-0.32
Return on capital employed, %	17	14 <sup>1</sup>	-	-
Return on equity, %	16	15 <sup>1</sup>	-	-

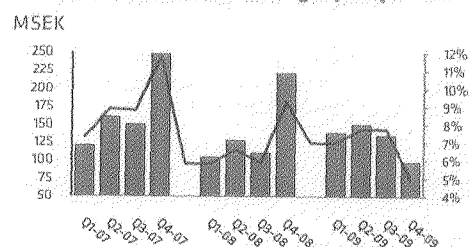
<sup>1</sup>Excluding costs of the restructuring program, MSEK 275 (these are apportioned as cost of goods sold of MSEK 87 and selling and administrative expenses of MSEK 188) and impairment losses of goodwill, MSEK 490 (full year 2008).

Operating income (EBIT) for 2008 excluding costs of the restructuring program, MSEK 275, and impairment losses of goodwill, MSEK 490, is referred to throughout the report unless otherwise stated.

### The Group, sales per quarter



### The Group, Operating income before amortization (EBITA) and EBITA margin per quarter



### Sales

#### JANUARY – DECEMBER 2009

Sales during the period decreased by 5 percent to MSEK 7,621 (8,009), of which organic sales growth amounted to -12 percent (3). Sales of services increased by 7 percent to MSEK 3,286 (3,070), of which organic sales growth of services amounted to -1 percent (4).

Sales of implementation projects decreased during the period by 12 percent (+11), of which organic sales growth amounted to -19 percent (4).

The sales mix between sales of implementation projects and sales of services has changed during the period, of which the share of services amounted to 43 percent (38).

Sales have been positively impacted during the period by changes in foreign exchange rates amounting to MSEK 471 (108).