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Annual Review **2003**

Focus on telecommunications

Yomi is an expert organisation focusing on telecom software and telecom operations.

Yomi Software operates in areas in which it can achieve a significant competitive position, thereby ensuring sustainable profitability. Growth is sought particularly through telecommunications and customer service software for operators and other companies, as well as through contract manufacturing for equipment and software manufacturers in information technology.

The key customer groups of the telecom business of network, service and Cable TV operations are private households, enterprises, and telecom operators. Yomi offers services to the private households and enterprises in its region in the form of telecom services, constructs infrastructure for telecom networks, and provides broadband and cable TV services.

Yomi's mission is to offer private consumers and communities easy-to-use telecommunications solutions, that facilitate everyday life and business operations.

Year 2003

A sharpened focus and streamlined operations marked the Group's performance, particularly during the latter part of the financial year.

- In a challenging overall situation, the company's performance took an upward turn during the latter half of 2003. A particularly positive event was the improved result of the Software business, regardless of ongoing instability in the market.
- The business areas Telecom Solutions and Operator Solutions together achieved a positive result for the entire year 2003, and their order books were clearly improved by the turn of the year. The Enterprise Solutions business area sharpened its focus and streamlined its organisation, which is expected to improve its earnings potential during 2004.
- Steady progress in Telecom operations continued, regardless of insecurity prevalent in the market. In comparable figures, its net sales grew and the result was improved from the previous year.

Key indicators, pro forma

EUR million	1-12/2003	1-12/2002	Change%
Net sales	56.3	54.6	+3.1
Operating profit before depreciation on goodwill	2.2	-0.9	+351.2
Depreciation on consolidated goodwill	-1.7	-1.8	-5.0
Operating profit	0.5	-2.7	+119.3
Personnel on average	558	621	-10.1

Non-recurring profits from the sales of the directory and security businesses as well as write-offs of the product business, included in the comparison figures of 2002, have been eliminated from the figures of the above pro forma table with the objective to facilitate the comparison of developments in ongoing business operations.

Shareholder information

Yomi Plc's Annual Report 2003

This publication contains a general review of the operations of the Yomi Group in 2003. Financial key indicators and per-share data are found in graphs and numbers on pages 2–3.

The complete financial statements of the Yomi Group for the financial year 1 January–31 December 2003 are issued as a separate booklet. Together, these publications form the Annual Report 2003 of the Yomi Group. Both are available in English and Finnish. The publications can be ordered from Yomi Plc from the e-mail address info@yomi.com or by phone, tel. +358 10 240 2023 / Share register. They can also be printed as pdf files from the website www.yomi.com.

Annual General Meeting and payment of dividend

Yomi Plc's Annual General Meeting will be held on Thursday, 25 March 2004 at 2 pm in Hotel Rantasipi Laajavuori, Laajavuorentie 30, Jyväskylä.

The Board of Directors proposes to the Annual General Meeting that a dividend of EUR 0.10 per share be paid for the financial year 2003, and that the dividend be paid on 6 April 2004.

Important dates

15 March	Record date of the Annual General Meeting
22 March	Notice of participation in the Annual General Meeting
25 March	Annual General Meeting
26 March	Dividend ex-date
30 March	Dividend payment record date
4 April	Dividend payment begins
28 April	Interim Report 1 January–31 March 2004
29 July	Interim Report 1 January–30 June 2004
27 October	Interim Report 1 January–30 September 2004

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Yomi Plc

Annual Review 2003

Yomi in brief *inside front cover*

Year 2003

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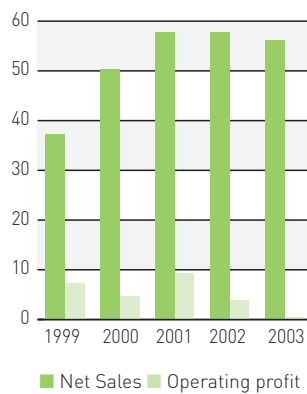
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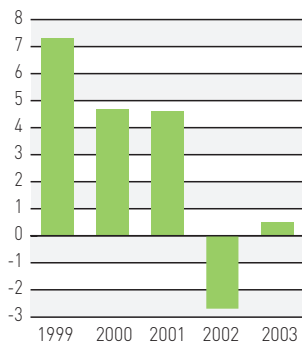
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The years 1999–2003 in graphs

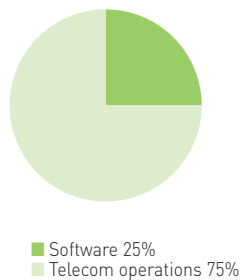
**Net sales and operating profit,
EUR million, 1999–2003**



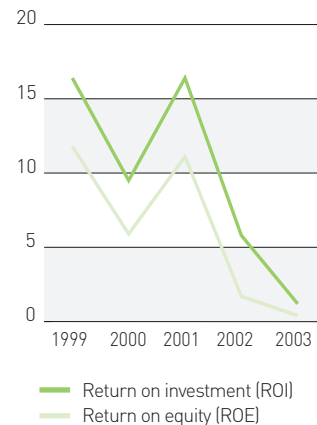
**Operating profit, EUR million
Pro forma 2001 ja 2002**



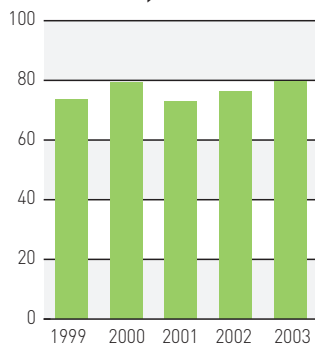
**Net sales by
business 2003, %**



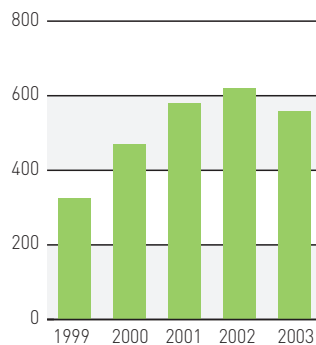
Return on equity, %



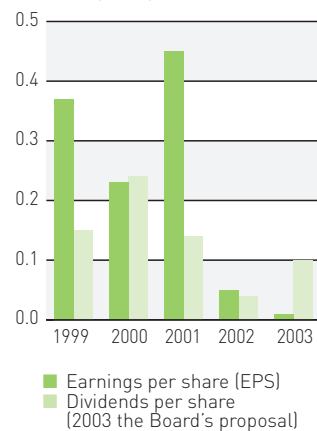
**Equity/assets ratio
1999–2003, %**



Personnel on average



**Earning and dividends per
share, EUR, 1999–2003**



Key Figures 1999–2003

	1999	2000	2001	2002	2003
Financial development of the Group					
Income statement information					
Net sales, Me	37.4	50.3	57.8	57.9	56.3
Change in net sales, %	21.7	34.3	14.2	0.2	-2.8
Operating profit, Me	7.3	4.7	9.3	3.9	0.5
% of net sales	19.4	9.4	16.1	6.7	0.9
Profit before extraordinary items, Me	7.7	5.5	10.5	2.7	0.7
% of net sales	20.6	10.9	18.3	4.6	1.2
Profit before taxes, Me	12.6	22.5	10.5	2.7	0.7
% of net sales	33.6	44.7	18.3	4.6	1.2
R&D expenses, Me	2.4	3.4	2.3	4.0	2.3
% of net sales	1.1	1.1	4.0	6.9	4.1
Balance sheet information					
Balance sheet total, Me	67.1	81.6	81.7	77.7	73.8
Shareholders' equity, Me	49.3	64.7	59.0	58.6	58.0
Minority interest, Me	0.1	0.0	0.5	0.6	0.7
Liabilities total, Me	17.7	16.9	22.2	18.5	15.0
Loans from financial institutions, Me	2.1	1.6	1.3	1.2	0.3
Deferred tax liability, Me	3.5	3.4	2.6	2.6	2.4
Other long-term debts, Me	-	-	1.2	1.2	1.2
Interest-free debts, Me	15.6	15.3	19.7	16.1	13.5
Short-term, Me	12.1	12.0	17.0	14.1	11.3
Investments, Me	12.0	10.9	19.5	8.3	6.1
% of net sales	32.1	21.8	33.9	14.3	10.8
Key ratios					
Return on investment (ROI), %	16.4	9.5	16.4	5.8	1.2
Return on equity (ROE), %	11.8	5.9	11.1	1.7	0.4
Equity/assets ratio, %	73.6	79.3	72.8	76.2	79.6
Quick Ratio	1.5	1.7	1.7	1.3	1.9
Personnel on average	327	471	581	621	558
Dividends, Me (proposal 2003)	2.1	3.5	2.2	0.7	1.6
Per share data					
Earnings per share, eur	0.37	0.23	0.45	0.05	0.01
Dividend per share, eur	0.15	0.24	0.14	0.04	0.10
Dividend/earnings, %	27.0	54.2	31.1	50.0	918.2
Dividend yield, %	1.6	2.1	2.5	1.5	3.0
Equity/share, eur	3.45	4.48	3.86	3.71	3.67
P/E ratio	25	26	13	51	303
Number of shares after share issue adjustment	14,317,370	14,434,120	15,238,435	15,785,405	15,804,456
Number of shares	2,863,474	14,434,120	15,309,120	15,804,456	15,804,456
Price of share on 31 Dec, eur	9.38	6.10	5.65	2.80	3.30
Market capitalization, Me	134.2	88.0	86.5	44.3	52.2
Turnover of shares, number	5,225,210	4,387,882	1,307,244	897,165	1,207,303
Turnover of shares, %	37.01	30.8	8.5	5.7	7.6

Report by the President and CEO

“Yomi has more than a hundred years of history as a teleoperator, fifteen years of experience as a subcontractor for the telecom industry, and customer relationships with both teleoperators and enterprises and thus a unique view of the industry. Based on this platform Yomi has found its own role as a provider of technology and innovative, reliable enabler of telecom solutions for its customers.”





Adding ease to communications

Telecommunications has become one of the world's most important industries. Yomi addresses this market both as a software supplier and a telecom operator. Efficient communications, intelligent terminals and real-time usability give significant advantages to enterprises and organisations. Consumers and private households, as end users, wish to utilise the freedom that technology offers for the use and production of content, regardless of time and place. The core technologies of telecommunications have entered a phase of dynamic change. Technologies, based on open standards, such as Symbian for phones and Internet technologies for networks, have begun to change the industry.

This development strengthens Yomi's position as a cooperation-oriented software and system provider in the growth sectors of its partners. As a major teleoperator in Central Finland and an Elisa Group centre of excellence in software development, Yomi has all the technological and functional strengths and experiences required by a demanding real-time operating environment.

From this position, Yomi has made some choices. The company has more than a hundred years of history as a teleoperator, fifteen years of experience as a subcontractor for the telecom industry, and close customer partnerships with operators as well as enterprises. These give Yomi a unique view of the industry. Accumulating experiences every day Yomi has identified the growth areas where the company's expertise can best be used for profitable business operations and for providing added value to customers.

Customer orientation and profitability

In 2003, Yomi reorganised its software business to improve customer orientation through regrouping the sector by customer areas. Cost-efficiency was improved by adopting the operating model of one software firm. In its current form, the organisation only has two administrative levels between Group management and the individual software developer. At the turn of the year, the Telecom Business


also underwent similar changes to improve customer orientation. Yomi is now a more flexible, better networked and more cost-efficient partner for its customers. The new operating model also contains the aim to better utilise the synergies between the software and telecom businesses. The customer cooperation with Elisa, Yomi's majority owner, was increased, resulting in a strengthening of the business of both parties.

Good results in core areas

Sharpened focus and renewed operating methods are evident in the Group's performance. In a challenging overall situation, profit development took an upward turn in the middle of the financial year 2003. The third quarter of the year was the best of the year so far, and the fourth quarter turned out to be even better. Particularly pleasing was the improved performance of the software business despite substantial changes in the market. As a Group, Yomi has maintained its exceptional solvency and liquidity throughout this phase of strong developments. This is reflected in the equity ratio standing at 79.6 per cent, and a positive cash flow of over EUR 10 million annually every year during the past five years.

The need for telecom and operator customers to include new features in their equipment and systems, and the corporate customers' drive to improve their client service and competitiveness through the utilisation of the opportunities inherent in telecommunications brighten Yomi's future. Yomi has found its own role as a provider of technologies and as an innovative, reliable enabler of the telecom solutions needed by its customers.

Jyväskylä, February 2004



Jukka Lassila
President and CEO

Operating environment

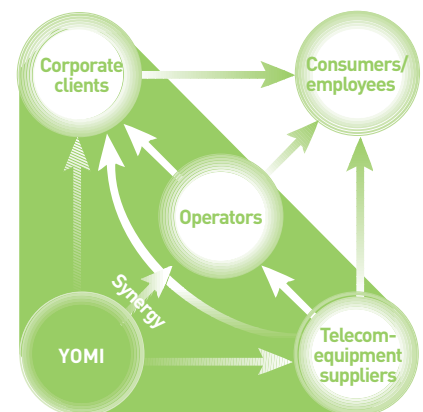
The rapid development of information technology and telecom services continuously offers new opportunities for enhancing business operations and communications between citizens. New technologies offer private households possibilities in electronic transactions and limitless, wireless communications.

The manufacturers of telecom equipment and software meet the requirements of such progress by including new features in their products and networking with the expert enterprises in the sector in order to ensure a versatile, high-quality product supply. This market environment offers opportunities for new types of players in the field of information and communication technologies, who have the capacity to combine mobile terminals, the Internet, information systems and the traditional telecom network – the greatest machine in the world.

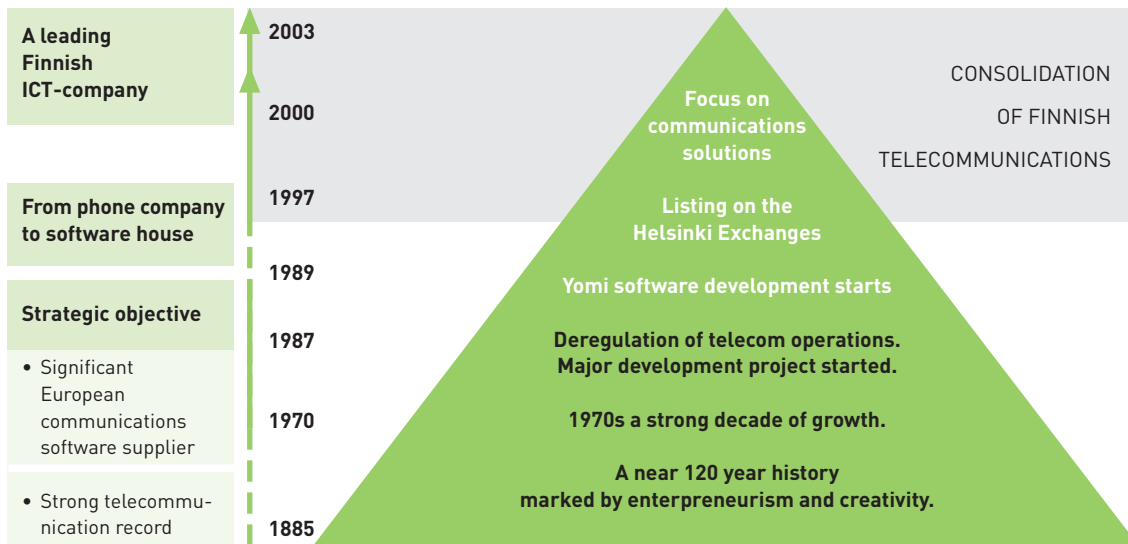
Yomi – a leading software house

Yomi has concentrated its product and system supply on telecom software and the telecom operations. The Group has 15 years of experience in developing software. Yomi's predecessor company started its telecom operations as early as 1885.

Yomi has defined a clear focus for its combined telecom technology expertise. The focus of the software business is on the specific needs of telecom equipment and software manufacturers. Examples of this include automated testing and platform-independent terminal solutions. For telecom operators, Yomi offers network management and service systems, as well as new telecom service products. In the enterprise sector Yomi concentrates on



Telecommunications as a competitive advantage



telecom solutions enabling multichannel solutions and mobility, which are needed to build real-time customer service into a strong competitive advantage.

Growth area

The growth factors of the market are based on the needs for enterprises, organisations and telecom end users to develop their communication channels. In enterprises this shows as a strong emphasis on customer service independent of time and place. Telecom operators have a need to increase the traffic volume in order to optimize the use of the capital invested in telecom networks. The strong end-user orientation towards wireless communications and broadband services requires that equipment and software manufacturers and operators offering telecom services provide new, innovative solutions. With the development of Internet-based traffic new players are offered opportunities to grab a larger part of the future communication market by means of new services that challenge traditional operators.

Yomi's products and services are tailored to promote these aspirations; thus they are designed specifically for the growth areas in telecommunications.

Information society and the new coming of speech

The integration of information technology and telecommunications, as well as the rapid expansion in the supply of the Internet, has led to the realisation of the information society. Working communities and the labour force have adjusted to incessant operations, independent of time and place. Mobile offices and real-time teleworking have become reality. In the spearhead countries of this development, which includes Finland and the other Nordic countries, electronic transactions have attained a high level in a brief period of time, and, with regard to the penetration of mobile phones and Internet subscriptions, have occupied the top

position in the world. This kind of development is only beginning in many markets with much higher populations.

It has been estimated that the next wave of innovations and demand in the IT sector will start within a few years. At that point, growth factors following developing technologies, include secure broadband connections, low-energy mobile and display terminals, real-time infrastructure and next-generation network systems. A tendency towards a new coming of speech as well as the terminal-independent integration of speech, data, video and other forms of communication are key elements in the use of these new solutions.

Expert organisation

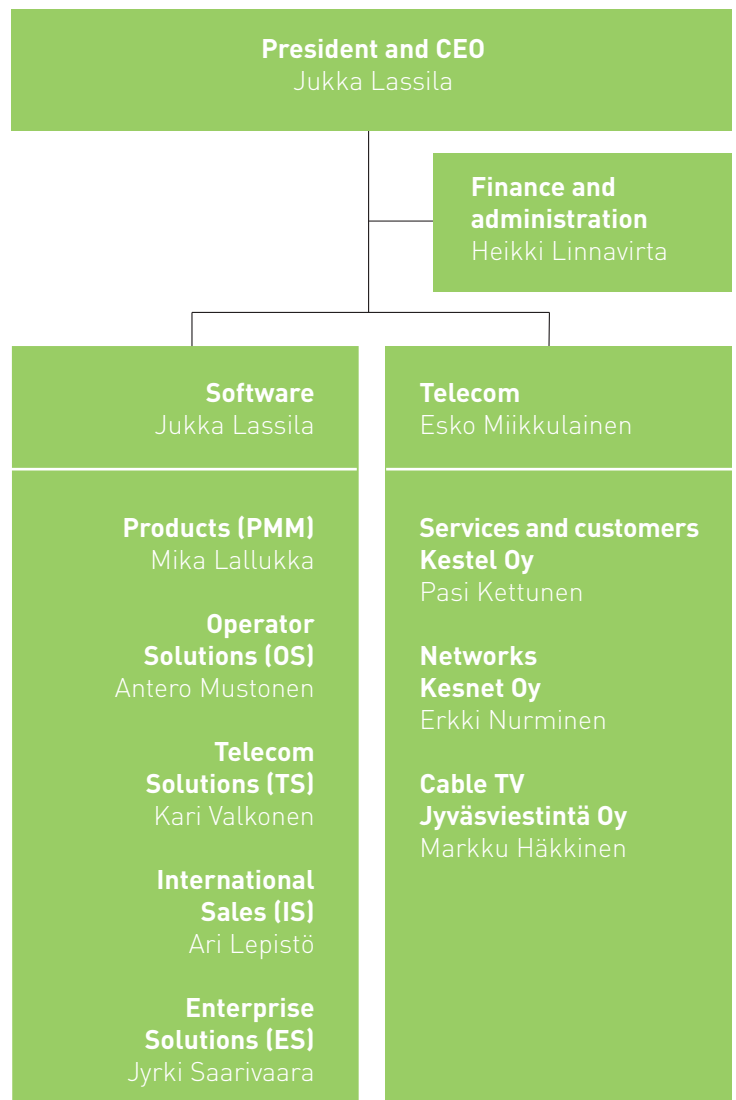
Yomi is an expert organisation focusing on telecom software and teleoperations.

In its software operations Yomi focuses on areas in which it can achieve a significant competitive position, thereby ensuring sustainable profitability. Growth is particularly sought through telecommunications and customer service software for operators and other companies, as well as through contract manufacture involving equipment and software manufacturers in the telecom field. In its enterprise systems production Yomi specialises in corporate customers for whom new services offered by telecommunications, independent of time and place, have a central role in serving their own customers.

In its telecom operations Yomi serves its customers by offering telecom systems and products promoting business operations and connections, constructing information networks, and offering a full range of telecom services for the use of both enterprises and private households.

For its customers, Yomi is a flexible and well networked business partner. In international operations Yomi supports the product supply of its customers, who operate worldwide, by providing highly advanced and commercialized software of the Yomi Connect product family. Details about Yomi's product offering are summarized on the inside back cover of this publication.

Management



The Software business comprises the business areas Operator Solutions, Telecom Solutions and Enterprise Solutions. These are supported by International Sales and Product Management & Marketing.

The central customer groups are equipment and software manufacturers in the telecom industry, telecom operators, and companies and organisations developing customer service solutions on the basis of telecommunications.

The Telecom business comprises Kestel Oy, a service operator, Kesnet Oy, a network operator, and Jyväsviestintä Oy, a company engaging in cable TV operations.

The central customer groups of the Telecom business are enterprises, organizations, telecom operators and private households.

Yomi Plc's formal organisation consists of subsidiaries and associated companies owned by the parent company Yomi Plc.

The operations of the Yomi Group are divided into two business sectors: Software and Telecom.

Group companies 2003

	Group	Parent company
Parent Company Holdings Yomi Plc, Jyväskylä:		
Fiaset Oy, Jyväskylä	100	100
Indata Oy, Espoo	100	100
Jyväsviestintä Oy, Jyväskylä	90	90
Kestel Oy, Jyväskylä	100	98.88
Kesnet Oy, Jyväskylä	100	100
Yomi Vision Oy, Jyväskylä	100	100
Yomi Solutions Oy, Jyväskylä	100	100
Yomi Applications Oy, Jyväskylä	100	100
eTimmi Oy, Jyväskylä	100	90.90
Subsidiary company holdings		
Jyväsviestintä Oy, Jyväskylä		
Jyväskylän Keskusantenni Oy, Jyväskylä	100	
Kestel Oy, Jyväskylä		
Lancom Solutions Oy, Jyväskylän maalaiskunta	100	
Lancom Solutions Oy, Jyväskylän maalaiskunta		
Kestel Oy, Jyväskylä	1.12	
Yomi Vision Oy, Jyväskylä		
eTimmi Oy, Jyväskylä	9.10	
Associated company holdings		
Sofia Digital Oy, Helsinki	23	

Software

For fifteen years, Yomi has been developing software related to telecommunications. Wireless communications and mobility, independent of time and place, have become more and more central competitive edges. The development has been favourable to Yomi's Software Business, specialising in software and system solutions for telecommunications. As a supplier of technology, Yomi is a particularly strong partner for players operating in open IP infrastructures. Operator Solutions and Telecom Solutions, representing the high end of software business technology, generated profit in the financial year 2003. Also, the result of Enterprise Solutions improved.

Key indicators	2003	2002	Change
Net sales	14.2	14.9	-4.4%
Operating profit	-4.1	-7.2	42.4%
Personnel	325	372	-47

In many ways, Yomi participates in the development of telecommunications by manufacturing software for terminals, operators and enterprises, and implementing mobile office and conference systems. Combining voice and data are at the core of Yomi's expertise.





Targeted special expertise

Yomi offers teleoperators network management and service systems as well as advanced software products that allow operators to expand their operations and offer added value to their own customers. The service systems are based on TEElement-solutions, closely connected to the telecom network. Mobile office, conference and ready-to-use chat software are some of the spearhead applications in the software business. The major competitive advantages are the special expertise required for the management of fixed and wireless telecom networks, as well as the TEElement software platform, representing world-class voice processing technology.

Strong performance

Yomi's success as a software supplier for teleoperators is based on a profound expertise in a narrow special segment. TEElement solutions have been developed for more than a decade. The unit in charge of them has been the expert organisation of Votek Oy in Pori, which has since then been joined with Yomi through acquisition. Operator Solutions have a firm foothold in the rapidly developing market. The net sales and profitability goals targeted for 2003 were attained, and the result was good. The order book at the turn of the year is strong and extends to the latter parts of 2004.

Cutting edge in telecommunications

Active investments in network management expertise will be continued by means of increasing professional skills with determination, recruiting new specialists, and building partnerships. Operating at the cutting edge of telecom software development entails that learning is based on new appli-

cations projects underway with customers and partners. One of the growing areas is the combination of data and voice in the Internet-based data networks of major corporations. In the next generation network solutions (NGN), concerning integration of messaging services with voice, the so called SIP protocol will be utilised. In service systems, Yomi has defined its strong role as a system integrator. The combined expertise of telecommunications and the related software brings a strong competitive advantage in the installation of information network systems and software applications among customers.

Telecommunications a success factor

The clientele of Operator Solutions mainly consists of teleoperators in Finland and its neighbouring areas. Companies engaging in activities like those of service operators, for whom telecommunications are a central success factor, are becoming a new, important clientele. Media and publishing houses increasingly invest in telecommunications in their customer service; this means that a new market for Yomi's applications is opening in this sector. Also, companies and organisations offering Contact Center services have acknowledged Yomi's value as a technology partner. The relatively subdued market that has been prevalent in the past few years has improved, and a positive attitude towards the possibilities inherent in new technology is evident.

25%



Software share of consolidated net sales

Expertise and quality

Yomi is a strong cooperation partner for telecom and software manufacturers. It specialises in contract-based software manufacturing, automated software testing and verification as well as system integration. Yomi's services support and speed up the customers' product development and promote the distribution of their solutions more widely. The strongest competitive advantages are based on long experience in software production, a high-quality process, flexibility, and unparalleled expertise in selected areas.

Balanced growth

Telecom software services are undergoing rapid internationalisation. Yomi has been preparing for this progress by developing its own expert resources through recruiting and active networking. Measured by the volume of operations, the business area has also become a substantial player in its sector. Its resource clusters in Finland are located in Oulu, Helsinki and Jyväskylä. Yomi offers services to its international customers both through regional organisations in Finland and over direct contacts to clients in different parts of the world. The internationalisation of operations is carried out in a balanced manner, following the development of the customers. Telecom software is a sector showing exceptionally rapid growth. It is imperative to anticipate the development needs of new applications so that the company is ready to offer its products when the demand peaks in the commercialisation phase.

Focus on key competence

Yomi has been developing telecom software for almost fifteen years. Earlier, it participated in the software develop-

ment of switching equipment in Oulu, started up software development for telecom networks in Tampere, and it has been shifting its focus gradually towards software for mobile terminals and comprehensive end-to-end solutions for customers. The share of terminal applications of the volume of the entire business area has risen to 80–90 per cent. The focus of competence is on the development of merged mobile software and specialisation in Symbian OS and Linux platforms. In addition to this, automated testing is the other area of focus.

Positive outlook

The growth of the Telecom Solutions business unit in its core competence areas was strong in 2003. The market situation was demanding and challenging; however, specialisation in open mobile architectures proved to be a strong competitive advantage for Yomi. Other factors strengthening Yomi's position in the market included its Symbian Platinum Partnership and participation in the Open Mobile Alliance cluster, as well as joining in the CE Linux Forum at the end of the year, the impact of which will become more evident in 2004. The volume and result of operations showed positive development during the financial year. Starting from the first quarter of the year, business operations were efficient, and the overall result for the year was positive. The target for 2004 is set to concentrate on moderate growth within the strongest areas of competence, as well as the continuous development of quality and expertise. The order book at the turn of the year is good, extending over six months which means that it is considerably better than at the same time in the previous year.





Telecommunications as a competitive advantage

Enterprise Solutions sharpened the focus of its operations and streamlined its organisation during 2003. The objective of the core business is to be an expert supplier of multi-channel and electronic customer service solutions to companies and organisations, for whom telecom applications in customer service entail substantial competitive advantage. The essential product and system supply is related to multi-channel customer service and communication services as well as network services critical for business operations.

Real Time Customer Care

In 2003, Enterprise Solutions launched a service concept called Real Time Customer Care. By means of the RTC² concept, Yomi is able to offer comprehensive digitalisation of service operations in the customer interface by means of consulting, telecom system development services, as well as products and multi-channel services. In its customer solutions, Yomi utilises the company's own products and service concepts, such as the TElement platform. However, the entities will also be complemented with service solutions from co-operation partners, such as IBM, Microsoft and Oracle.

Growth in the key areas

The operating environment of Enterprise Solutions was highly challenging in 2003. In a market situation characterised by general economic insecurity, customer companies showed a tendency to focus on

their own core processes and postpone investments in information technology. Nevertheless, Yomi was successful in the areas of its core expertise, where operations showed substantial expansion. Regardless of the challenging market situation, Enterprise Solutions managed to increase its net sales somewhat and to improve its result. The last quarter turned out to be the best of the year and it also produced a profitable result. The comparable growth of net sales from the previous year was approximately 8 per cent. Growth in the new focus areas, as defined in the new strategy, was even higher.

Resources allocated on strengths

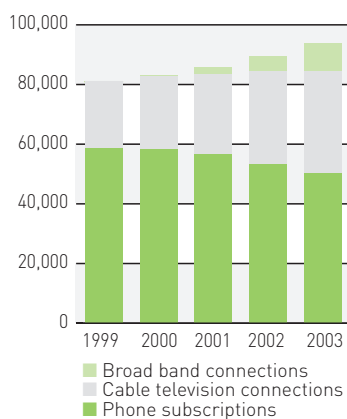
Orientation towards Yomi's strongest areas, typically concerning utilisation of telecommunications and the related software, entailed strict adjustments in the operative organisation. On the other hand, a sharpened focus increased resources and improved competitiveness in the key areas of operation. Multi-channel solutions and mobility are the factors which are also expected to bring Yomi unique competitive advantage in the future. Awareness of this fact will dictate the marketing strategy and customer base in the next few years.

By means of customer service automation solutions, delivered by Yomi, enterprises can improve the level and efficiency of their customer service, regardless of time and place.

Telecom Operations

The dominant features of Telecom Operations during the financial year 2003 were the rapid expansion of broadband services and the continuing growth of wireless voice traffic.

**Subscriber development
1999-2003**



Key indicators	2003	2002	Change
Net sales	42.8	44.3	-3.3%
Operating profit	11.0	11.5	-3.9%
Personnel	233	249	-16



There are almost 100,000 subscribers in Yomi's telecom network already. Yomi delivers voice and data services to private households and enterprises in Central Finland.



Yomi's network and service operators and cable TV operations were preparing new, even more customer-oriented operating models as well as the introduction of new telecom services in co-operation with the Software Business. In comparable figures, the net sales and operating profit of the Telecom business improved from the previous year.

Customer-oriented operating model

The organisation of Telecom Operations was developed into an even more customer-oriented model during the past year. The focal customer groups of the telecom services, network services and cable TV operations are private households, enterprises and telecom operators. As a prominent teleoperator in Central Finland, Kestel Oy provides private households and enterprises in its region with state-of-the-art telecom services, and Jyväsviestintä Oy with broadband and cable TV services, a sector showing rapid growth. With regard to the operator segment, Kesnet Oy delivers infrastructure for fixed and mobile networks required by the new telecom services. At the beginning of 2004, Telecom operations launched a new business unit (Yomi Service) with the task of implementing automated telephone services (IVR = Interactive Voice Response) both for the parent company, Elisa, and corporate customers operating nationwide.

Approaching 100,000 subscriptions

Broadband subscriptions in private households grew by almost one fifth during the financial year 2003. Although traditional telephone traffic in the fixed network declined, this strong growth led to an increase in the total number of subscriptions in the Telecom business. In the next few years, continued growth is expected to lead subscriptions over the 100,000 subscriptions mark. The growth trend of telephony in a wireless environment continued strongly, which emphasised the importance of mobile services as a competitive factor.

The general insecurity in the corporate sector had an impact on investments in telecommunications, particularly as regards the introduction of new telecom services. Traffic

continued as before in the fixed telecom network, which had a satisfactory load. The basic technology for launching advanced solutions supporting the mobile office now exists. In the next few years this is expected to produce new solutions through which telecommunications offer travelling personnel new opportunities regardless of time and place.

The investment demand for teleoperators' fibre optic cables and base stations remained at a modest level during the year. As a consequence, network construction activities fell short of the growth expectations set. During 2003, operators mainly settled for optimising the utilisation rate of their existing networks.

Growth and profitability

Net sales for telecom operations during the financial year 2003 amounted to EUR 42.8 million. After the figures of the previous financial year are adjusted for comparison by eliminating the directory and security businesses that were divested, the growth of continuing business operations amounts to 4.5 per cent. Operating profit totals EUR 11.0 million, showing an improvement of 8.1 per cent in terms of comparable figures.

According to the agreement signed in the summer, Yomi will be responsible for the production, renewal and maintenance of answering and IVR services in Elisa's fixed network. Yomi delivered a new switchboard supporting the relay of taxis to Jyväskylän Aluetaksi Oy. The delivery comprised phone, broadband and GPRS connections.

Highlighted strengths

The stable development in telecom operations is expected to continue in the next few years. However, competition will grow tougher as new operators enter the market. The growth of broadband services also creates new alternatives for traditional phone traffic. In this operating environment, technology and network expertise will be emphasised, which is clearly an advantage for Yomi. Leading market researchers estimate that the corporate real-time office service will make its break-through in 2005–2006.

75%



Telecom share of consolidated net sales

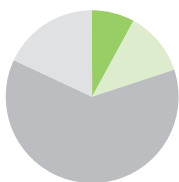
Human Resources

At the core of Yomi's success are competent, committed personnel. The personnel's skills are developed according to the specific needs of each business unit.



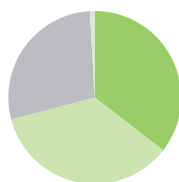
Division of the level of education among the personnel

Telecom operations



- Higher education institution or university 8%
- Vocational education institution 12%
- Vocational basic education 62%
- Other types of education 18%

Software operations



- Higher education institution or university 39%
- Vocational education institution 29%
- Vocational basic education 31%
- Other types of education 1%

Top competence in communication technology

Personnel structure

At year-end the company had 589 employees. At the end of the previous financial year, the corresponding number was 616. The majority of the personnel, 573 employees, have a permanent employment contract. On average, the Group employed 558 persons, converted into full-time employment, during the financial year. The year before the corresponding number was 621. Of the personnel, 28% are women and 72% men, and the average age is 36.6 years. Recruitment of professional employees is enhanced by the fact that Yomi has offices in locations with favourable conditions for developing the basic education and professional skills in the Finnish telecom business, which is internationally highly competitive. Yomi has offices in Jyväskylä, Pori, Kuopio, Oulu, Espoo, and Tallinn.

Developing competence starts with business strategy

The development of the personnel's competence at all levels is based on strategy and the needs of the business operations. The foundation for developing competence is target and development discussions, where the strategy becomes concrete in personal objectives, and which are used for making development plans. Learning emphasizes both competence enhancing long-term, continuous competitiveness, and swift adopting of new technologies.

People create Yomi's competitive advantage

Top competence in the selected focus areas is the most important competitive factor in Yomi's software business. With regard to solutions for the telecom and software industries, this entails continuous development. Symbian expertise, automated testing and the rapidly growing Linux applications in the field of consumer electronics are the central competence areas.

The forms of learning are wide-ranging and the development of processes is strongly driven, with emphasis on the view of learning. In addition to external training events, professional skills are also developed with mentoring offered by experienced software specialists. Internal, enhanced on-the-job learning plays major role since Yomi's software expertise is highly focused.

Certifying competence serves to secure complete command of the focus areas. The Enterprise Solutions business develops the certified special competence required for the IBM and Microsoft.net areas. The spearhead in learning is in multichannel solutions and mobility.

The core areas of expertise in Operator Solutions are related to network management and TElement-based service systems developed by Yomi. A significant part of the learning process and accumulation of experience in Operator Solutions is obtained in conjunction with customer projects and interaction with business partners.

Emphasized role of technical customer service

The central areas of expertise of the personnel engaged in the telecom business are linked to technical customer support and mastery of installation techniques. Continuous renewal ensures the foundation of competence required by new products and the customer support for services. Diversifying telecom services and the technical renewal of equipment demand an increasingly versatile capacity for customer service. The personnel engaged in telecom operations continually participate in training arranged in co-operation with external training experts. The ever-increasing transition to wireless telecom services and the rapid growth of broadband technology are also highlighted in the range of training offered. The relatively calm

development that took place during the first hundred years of telecom operations was completely changed as the Internet made its breakthrough. The development emphasized the importance of developing professional skills, and also brought about a thorough change in operating methods. The telecom operations personnel are facing a major task in introducing the opportunities inherent in the new telecom services to a wide range of customers.

Yomi Excellence

In 2003 one of the focus areas in developing competence was the development of management skills.

A considerable number of Group management participated in the seven-month Yomi Excellence management training, focusing on business operations and the development thereof, as well as leadership, which provided managers with practical tools for their job as leaders.

Promoting satisfaction and well-being at work

A personnel survey covering the entire Group was implemented in the spring of 2003. It examined the personnel's experiences of the prevailing organisational culture, well-being at work, and how the employees managed to combine work and family life. Based on the outcome of the survey, Yomi will develop work and its organisation so that it can better promote and support the well-being of its personnel and improve the strengthening of an organisational culture supporting well-being. The results have been reviewed with the personnel and been used to draft plans to develop selected areas. Implementation of the required measures is monitored by business unit.

Corporate Governance

The corporate governance of the Yomi Group will be developed to comply with the new recommendations issued by the Helsinki Exchanges, the Central Chamber of Commerce and the Confederation of Finnish Industry and Employers, which will become effective on 1 July 2004. The bylaws and other administrative and steering systems regulating the operations of the Group will be changed gradually, according to the rules concerning changes prescribed therein, after the transition phase to comply with the new practice.

Articles of Association

Yomi Plc's effective bylaws were adopted in the Annual General Meeting of 26 March 2002 and entered into the Finnish trade register on 12 April 2002. Yomi Plc's predecessor, Keski-Suomen Puhelin, was established in 1885 and it changed its operations to form a limited liability company in 1929. In 1997, the company was listed under the name KSP Group Plc. The name Yomi was registered on 26 February 2002. The business ID number of Yomi Plc is 1449953-5 and trade registry number 728.797.

The company is managed by the Board of Directors according to its Articles of Association. Yomi Plc has no supervisory board.

The Annual General Meeting decides on changes in the Articles of Association. Such decisions are only valid if a minimum of three quarters of the votes given and shares represented in the meeting have supported it.

Annual General Meeting

The Annual General Meeting is held annually, on a date decided by the Board of Directors, by the end of May. The Annual General Meeting is held at the domicile of the company.

Board of Directors

Yomi Plc's Board of Directors shall have a minimum of six and a maximum of eight ordinary members of the Board, elected by the Annual General Meeting. The op-

rating period of a Member of the Board will end at the third Annual General Meeting after election. The Board of Directors elects a Chairman and Vice Chairman from among its members for one year at a time. The tasks of the chairmen are not full-time posts. The Board of Directors reaches decision-making authority when more than half of its Members are present.

In 2003, there were seven Members of the Board, and its composition is compliant with the independence criteria prescribed in the new Corporate Governance recommendation. The Board of Directors has a compensation committee preparing issues related to remuneration. This committee is comprised of the Chairman and Vice Chairman of the Board. There are no separate committees dedicated to other matters of administration. The Board of Directors of Yomi Plc had a total of 13 meetings in 2003. The average percentage of attendance of the Members of the Board was 88.3%.

Boards of Directors of the subsidiaries

The Boards of Directors of Yomi Plc's subsidiaries are mainly composed of the executive management of the Group.

President and CEO

Yomi Plc's President and CEO is elected by the Board of Directors of the company. The President and CEO has a valid executive agreement, the termination of which entails compensation. In case the agreement is terminated at the initiative of the company, the compensation amounts to a sum equalling the President and CEO's twelve months' salary. The retirement age of the President and CEO is 63 years.

Group management

The operative organisation of the Group is described on page 9 of this report. Information about the executives is on pages 20–21.

Remuneration of the Board of Directors and the management

A total of EUR 74 thousand was paid as remuneration and benefits to the Members of the Board during the financial year. The fees of the Board are approved by the Annual General Meeting and consist of both fixed and meeting-specific remuneration. The Board of Directors decides on the benefits of the President and CEO according to the recommendation of the compensation committee. The Yomi 2003 AGM set the Board Member annual compensation at 4,600 euros with an additional compensation of 300 euros per meeting. For the Chairman of the Board the corresponding sums are 12,000 euros and 400 euros.

The management of Yomi Plc is included in the warrant scheme like all other employees. In the warrant scheme of 2000 and in conjunction with the simultaneous rights issue, a total of 540,000 warrants were issued. For each subscribed share, the subscriber obtained two A option rights, three B option rights, and five C option rights. Each of the option rights entitles subscription to one Series A share of Yomi Plc gradually during the period from 1 December 2002 to 31 January 2007 at EUR 15.26 per share. No subscriptions have been made.

Subscriptions made on the basis of the option rights may increase the company's share capital by a maximum of EUR 189,000, equalling 3.4%.

The management of the company has a bonus system proportionate with the performance of the company, based on written performance agreements signed with individuals included in the bonus system. Decisions on the objectives of the programme and the reward paid for achieving them are made by the company's Board of Directors every year.

Risk management

The President and CEO of the Group is in charge of Yomi's risk management. The Risk Management Steering Group of the Group

is responsible for comprehensive development of Yomi Plc's risk management (ERM) and coordination of projects related to the Group's risk management. Business areas and units as well as Group services are responsible for risks concerning their own operations and hedging from them.

The risk management system used by Yomi is the PK-RH risk management toolset of the Technical Research Center of Finland VTT (www.pk-rh.fi) and the overall risk management is based on the COSO/ERM model (www.erm.coso.org).

The Group's internal auditing is responsible for the evaluation and development consulting of control, steering and administrative processes related to risk management.

Foreign currency risk

The Yomi Group's susceptibility to foreign currency risks is very low. The majority of the Group's transactions are euro-denominated. Other currencies, such as the US dollar, are used in transactions between Yomi and its international business partners to some extent. The Group aims at hedging itself from risks by means of practising the use of the euro as extensively as possible, even outside the Euro Zone, and by choosing other invoicing and purchase currencies in such a manner that the profits and expenses denominated in foreign currencies have an optimal balance. As and when necessary, the company protects itself from currency-related risks by means of futures contracts.

Interest risk

The Group's debts mainly have fixed interest rates.

Commercial risks

The clientele of the Yomi Group does not include considerable adversary or credit risks. The clientele consists of solvent corporate customers and prominent companies with international operations. According to the general practice of the sector, software deliveries include fixed-

term warranties on usability. Teleoperator customers are partly enterprises, partly domestic telecom subscribers. The clientele consisting of private consumers is very broad-based, which means that individual credit risks have no major impact on the general finances of the Group. The company hedges itself from credit losses by means of defining credit limits, practising active control, and collecting.

Business cycle risks

Telecommunications is an area of growth, and the services it offers are used by enterprises and consumers every day. With regard to this, dependency on business cycles is insignificant. However, business cycles cause swings in the investment rate of enterprises and telecom operators. These, in turn, have an impact on the demand of software, even though software investments as such are minor in comparison with capital invested in communication networks.

Internal auditing

The internal auditing of the Yomi Group has been conducted by the company's financial management in co-operation with the external auditors. Internal auditing responsibilities have been defined separately with the auditors. In 2003, Yomi appointed an auditing director who is in charge of the internal auditing of the business units and subsidiaries.

Insider regulations

Yomi Plc applies the insider regulations of the Helsinki Exchanges, the Central Chamber of Commerce and the Confederation of Finnish Industry and Employers, which took effect on 1 March 2000. The decision to adopt this recommendation was made on 17 February 2000. Yomi Plc's insider regulations were published on 15 March 2000. In these regulations, the limitation of trading in Yomi was set to 14 days.

Auditing

According to the Articles of Association of Yomi Plc, the company has one auditor,

which must be an association of public accountants approved by the Central Chamber of Commerce. At the Annual General Meeting of 27 March 2003, PricewaterhouseCoopers Oy was appointed to continue as the auditor of the company, with Henrik Sormunen, APA, as the auditor with principal responsibility. Fees paid for auditing during the financial year 2003 totalled EUR 131 thousand with an additional EUR 20 thousand paid for other assignments.

Transition to the IFRS accounting practices

Yomi has begun preparations for the transition to the IFRS accounting practice. During the financial year 2004, parallel accounting data will be produced both using the current method and the future IFRS practice. The first financial statements compliant with the IFRS regulations will be drafted for the financial year 2005. The Interim Reports of 2005, inclusive of comparable data, will be published according to the IFRS accounting regulations.

www.yomi.com

Yomi publishes information about the company's business operations, finances and administration on its website. All of the company's stock exchange bulletins and announcements, other press releases and Board rules and recommendations steering the company's operations, including its Articles of Association, are published on its web pages. The company's Annual Report is also published on the website in pdf format.

According to an external survey carried out during the financial year 2003, the corporate governance practice of the Yomi Group represents the Finnish average. The indicators of the survey showed, on a scale from 0–100, that a substantial improvement in following recommendations took place during the year as Yomi's score rose from 38 to 53 (+28.3%).

Board of Directors



(Above:) Erkki Poranen, Heikki Salmenkangas and Antti Aumo, (below:) Esa Pennanen, Timo Tiihonen, Pekka Kettunen and Erkki Talvitie.

Erkki Poranen, born 1946.

Chairman of the Board of Directors.

Managing Director, Keski-suomalainen Oyj.

Managing Director, Ilkka-Yhtymä Oyj 1983–1999. Autobest Oy, Board Member. Member of the Yomi Board since 8 April 1999. Elected for the period 2002–2005. Holding at the end of 2003: 0 shares and 0 warrants of Yomi Plc.

Esa Pennanen, born 1943, M. Sc. (Eng.).

Member of the Board.

20 years as Managing Director of an international company. Board Member: Enermet Oy, Verteco Oy. Chairman of the Board: Vamp Oy, Peocon Oy. Member of the Yomi Board since 28 March 2000. Elected for the period 2003–2006. Holding at the end of 2003: 0 shares and 0 warrants of Yomi Plc.

Timo Tiihonen, born 1948, M. Sc. (Eng.), M. Sc. (Econ.).

Senior Advisor, CapMan Capital Management Oy.

Formerly Hewlett-Packard, Sales Director. Apple Computer Oy, Managing Director. Rank-Xerox Oy, Managing Director. Board Member: Sentera Oyj, Kitpizza Oy, Tieturi Oy, Tamore Oy, Printel Oy, Setec Oy, Boardman Oy and Fennia Consulting Oy. Member of the Yomi Board since 27 March 2001. Elected for the period 2001–2004. Holding at the end of 2003: 0 shares and 0 warrants of Yomi Plc.

Heikki Salmenkangas, born 1945, M. Sc. (Econ.)

Vice Chairman of the Board of Directors.

Commercial Counsellor. Entrepreneur.

Founder of Autobest Oy, since 1987. Chairman of the Board of the Autobest Group and its companies. Member of the Yomi Board since 1 January 1997 (nominated 28 November 1996). Elected for the period 2003–2006. Holding at the end of 2003: Holding through companies under his authority: 1,080 shares and 0 warrants of Yomi Plc.

Pekka Kettunen, born 1952, M. Sc. (Eng.).

Mayor, City of Jyväskylä.

Liikennetekniikka Oy, Project Director and Partner, 1974–1988. Devecon Oy, Export Director 1982–1984. Office of the Finnish Government, political secretary to the Communications Minister 1986–1987. Mayor, City of Kerava 1988–1994. Chairman of the Board: Jyväskylä Science Park Oy, JSP Facilities Oy, Jyväskylä Vocational Institute Oy. Member of the Yomi Board since 1 January 1995 (nominated 24 November 1994). Elected for the period 2001–2004. 1994. Holding at the end of 2003: 0 shares and 0 warrants of Yomi Plc.

Antti Aumo, born 1963, M. Sc. (Econ.).

Managing Director, Jyväskylä Science Park.

15 years in leading sales and marketing assignments in international ICT-companies, eight years with Nokia. Board Member: Midinvest Management Oy, JSP. Facilities Oy, Penaudio Oy. Member of the Yomi Board since 26 March 2002. Elected for the period 2002–2005. Holding at the end of 2003: 0 shares and 0 warrants of Yomi Plc.

Erkki Talvitie, born 1946, M. Sc. (Eng.).

Vice Municipal Manager, Municipality of Jyväskylä.

City of Jyväskylä, staff engineer 1972. City of Vantaa, programming engineer 1973. City of Jyväskylä, deputy street-building manager 1973–1975. City of Jyväskylä, planning manager 1975–1986. Mustankorkea Oy, Board Member. Member of the Yomi Board 1 January 1989 (nominated 30 November 1988). Elected for the period 2002–2005. Holding at the end of 2003: 430 shares and 0 warrants of Yomi Plc.

Auditors

PricewaterhouseCoopers Oy
Responsible auditor Henrik Sormunen,
Authorised Public Accountant



[Above:] Jukka Lassila, Esko Miikkulainen and Mika Lallukka, [center:] Ari Lepistö, Kari Valkonen and Heikki Linnavirta, [below:] Jyrki Saarivaara and Antero Mustonen.

Jukka Lassila, born 1963, M. Sc. (Eng.)
President and CEO.
Employed by the company since 2001.
Holding at the end of 2003:
0 shares and 0 warrants of Yomi Plc.

Ari Lepistö, born 1960, B. Sc.
Vice President, International Sales.
Employed by the company since 2003.
Holding at the end of 2003:
0 shares and 0 warrants of Yomi Plc.

Esko Miikkulainen, born 1952, M. Sc. (Eng.)
Senior Vice President, Head of Corporate Planning and the Telecom Business.
Employed by the company since 1990.
Holding at the end of 2003:
2,015 Yomi Plc shares and 20,150 warrants.

Kari Valkonen, born 1962, M. Sc. (Eng.)
Vice President, Telecom Solutions.
Employed by the company since 1999.
Holding at the end of 2003:
850 Yomi Plc shares and 8,500 warrants.

Jyrki Saarivaara, born 1962, M. Sc. (Econ.)
Senior Vice President, Enterprise Solutions.
Employed by the company since 2002.
Holding at the end of 2003:
0 shares and 0 warrants of Yomi Plc.

Mika Lallukka, born 1967, M. Sc. (Econ.).
Vice President, Product Management & Marketing, Financial Communications.
Employed by the company since 1996.
Holding at the end of 2003:
5,200 Yomi Plc shares and 2,000 warrants.

Heikki Linnavirta, born 1966, M. Sc. (Econ.).
Vice President, Finance and Administration, CFO.
Employed by the company since 2003.
Holding at the end of 2003:
0 shares and 0 warrants of Yomi Plc.

Antero Mustonen, born 1947, Lic. Sc. (Tech.), MBA.
Vice President, Operator Solutions.
Employed by the company since 2002.
Holding at the end of 2003:
0 shares and 0 warrants of Yomi Plc.

Yomi as an investment object

Operating in the growth areas of the telecom business

The rapid development of telecommunications technology and services offers continuously new opportunities for enhancing business operations and communications among consumers.

For enterprises, real-time customer service offers a strong competitive advantage; telecom operators find new opportunities to offer their customers added-value services that expand business operations; new technologies offer private households possibilities to perform electronic transactions and limitless, wireless communications.

The growth factors of the market are based on the needs for enterprises, organisations and end users to develop their communication channels. Yomi's products and services are tailored to promote these aspirations; therefore, they are designed specifically for the growth areas in telecommunications.

A centre of expertise in telecom software

The strengths in Yomi's business operations are based on in-depth knowledge of telecom operations and the telecom software required for developing it. As a major telecom operator in Central Finland and the centre of expertise of the software R&D operations of the Elisa Group, Yomi has possesses the technical and functional strengths and experience required in a demanding real-time operating environment. A sharpened focus and renewed operating methods are evident in the Group's financial performance. Yomi's profit development is rising, and the Group has an exceptionally good solvency ratio and liquidity, as well as a strongly positive cash flow from operations.

Investing in Yomi

Yomi has more than one hundred years of experience in teleoperations in a demanding competitive environment. As a developer of telecom software, Yomi has a history of almost fifteen years. Yomi, which has been operating as a limited liability company since 1929, was the first telecom company to be listed on the brokers' list in 1997. In the following year, the A Shares of Yomi Plc were listed on the Main List of the Helsinki Exchanges.

An investment in Yomi is an investment in a growing communication technology company that is becoming more international and whose combined telecom technology expertise has a clear focus. The focus of the software business is on the specific needs of information technology and software manufacturers. Examples of this include automated testing and platform-independent terminal solutions. For telecom operators, Yomi offers network management and service systems, as well as new telecom service products. In the enterprise sector, Yomi concentrates on telecom solutions enabling multi-channel solutions and mobility, which help to make real-time customer service a strong competitive advantage.

Dividend distribution policy

In this phase of strong development, the Board of Directors of Yomi Plc has not confirmed any official principles of dividend distribution. By focusing its operations on its strongest areas of expertise, through organic growth and participation in the success and growth of its international partners, Yomi Plc aims at increasing its value and profit potential. Cash flow from the operator business is a strengthening factor in this development.

In 2002, the amount of Yomi Plc's dividend was EUR 0.04 per share, equivalent to a dividend ratio of 80.0 per cent and an effective yield of 1.5 per cent. Earnings per share amounted to EUR 0.05 and the equity/share value was EUR 3.71. For the financial year 2003, the Board of Directors of Yomi Plc proposes that a dividend of EUR 0.10 per share be declared.

The proposal is supported by the positive outlook of business operations as well as the company's good solvency ratio and liquidity, which enhance its capacity for dividend payment.

Stock exchange bulletins and announcements in 2003

- 24 Jan** Mr. Heikki Ihanainen is appointed Senior Vice President of Yomi Group's Software Product Business, and Mr. Pasi Kettunen is appointed Managing Director of Kestel Oy (announcement).
- 3 Feb** Mr. Heikki Ihanainen assumes responsibility for the tasks of the Managing Director of Yomi Applications Ltd (announcement).
- 13 Feb** Yomi Plc issues an invitation to the publication of the financial statement bulletin of 2002 on 20 February (announcement).
- 20 Feb** Yomi Plc publishes its financial statement bulletin for the financial year 2002. Net sales amounted to EUR 57.9 million and operating profit totalled EUR 3.9 million. The Board of Directors proposes that a dividend of EUR 0.04 per share be paid for the financial year 2002 (bulletin).
- 20 Feb** Yomi Plc issues an invitation to the Annual General Meeting to be held on 27 March (bulletin).
- 19 March** Yomi Plc publishes its Annual Report 2002 (announcement).
- 25 March** Mr. Heikki Linnavirta is appointed CFO and member of the management group of the Yomi Group. Mr. Linnavirta is responsible for the finance, funding, administration and corporate services of the Group (announcement).
- 27 March** The Annual General Meeting of Yomi Plc adopts the financial statements for 2002 and the Board of Directors' proposal for the distribution of dividend. The Annual General Meeting will decide on discharging the accountable persons from liability at its later meeting. The qualified minority represented at the Annual General Meeting has the possibility to request a specific audit from the Provincial State Office of Western Finland as of the financial year 1999. There is a detailed report on the decisions made by the Annual General Meeting in the report of the Board of Directors (bulletin).
- 2 April** Yomi Plc specifies that the precise amount of dividend for 2002, rounded to EUR 0.04, is EUR 0.0409373 (announcement).
- 10 April** Yomi Plc communicates that the continued meeting of the Annual General Meeting of 27 March will be held on 23 May, and issues an invitation to the meeting (bulletin).
- 23 April** Yomi Plc issues an invitation to the publishing of the Interim Report for the period January–March 2003, which will be held on 28 April (announcement).
- 28 April** Yomi Plc publishes its Interim Report for the period January–March 2003. The development of the Group corresponded to previous estimates. Net sales total EUR 13.99 million and operating profit amounts to EUR -0.36 million. Net profit before goodwill depreciation is EUR +0.04 million (bulletin).
- 30 April** Yomi Plc specifies information concerning the Group's IT business disclosed in publicity. The objective is to enlarge the IT business to form a core business area of the Group (bulletin).
- 13 May** Yomi Plc publishes the names of the members of its main subsidiaries' Boards of Directors after the Annual General Meetings held in the spring (announcement).
- 23 May** The continuation to the Annual General Meeting of Yomi Plc, held on 27 March, discharged those accountable from liability for the financial year 2002 (bulletin).
- 28 July** Yomi Plc issues an invitation to the publishing of the Interim Report for the period January–June 2003, which will be held on 31 July (announcement).
- 31 July** Yomi Plc publishes its Interim Report for the period January–June 2003. The performance of the Group improved during the first half of the year. Net sales totalled EUR 27.4 million and operating profit amounted to EUR -1.1 million. Operating profit before depreciation of goodwill was EUR -0.2 million (bulletin).
- 10 Sep** The Yomi Group will streamline the structure of its IT business. The previous, company-based organisation will be put to the rear business operations will be managed by customer areas. The Group's IT business is managed by Mr. Jukka Lassila, CEO. Vice Presidents in charge of the customer sectors are Mr. Jyrki Saarivaara, Mr. Kari Valkonen and Mr. Ari Lepistö. Mr. Mika Lallukka is responsible for marketing, product management and financial communications (bulletin).
- 12 Sep** Mr. Vesa-Pekka Silaskivi retires from the Board of Directors of Yomi Plc as his employment with Elisa Corporation ends (bulletin).
- 24 Sep** Yomi Plc continues to focus on reducing expenses in its IT business and announces that the company will initiate layoff negotiations concerning 50–60 employees (bulletin).

Events in 2003

- 24 Oct** Yomi Plc issues an invitation to the publishing of the Interim Report for the period January–September 2003, which will be held on 27 October (announcement).
- 27 Oct** Yomi Plc publishes its Interim Report for the period January–September 2003. The company's operative result improved, but still showed losses. Net sales totalled EUR 39.7 million and operating profit amounted to EUR -3.7 million. Net sales grew by 3.1 per cent and the operating profit by 65.0 per cent on the comparable figures of the corresponding period of the previous year. Operating profit before depreciation of goodwill for the period January–September 2003 was EUR 0.4 million (bulletin).
- 12 Nov** Layoff negotiations carried out in Yomi Plc and Yomi Solutions Oy will be completed. This will lead to the termination of the employment of thirty-eight employees. Moreover, thirteen employees have given their notice during the negotiations (bulletin).
- 1 Dec** Mr. Antero Mustonen is appointed a new member of the management group of Yomi Plc, and Head of the Operator Solutions Business Area.
- 1 Dec** Yomi Plc announces the publishing dates of its Financial Statement Bulletin and other financial reports of 2004 (announcement).
- 12 Dec** Yomi Plc announces that it has received information that the Provincial State Office of Western Finland has refused the appeal submitted by the company's minority shareholders to conduct a specific audit in Yomi beginning from the financial year 1999 (bulletin).
- Yomi's products displayed at the 3GSM World event in Cannes between 18 and 21 February 2003.
 - Yomi publishes a new chat and dating application, enabling anonymous speech connection between chat users or persons filing a date announcement (27 Feb 2003).
 - Yomi implemented Radiolinja's new SMS function, based on Yomi's TEElement software, which enables SMS messaging between short numbers (24 March 2003).
 - As the first Finnish company in the telecom sector, Yomi signs a worldwide ISV partnership agreement with HP (7 April 2003).
 - Yomi joins the Open Mobile Alliance (OMA), a worldwide alliance of mobile operators, equipment and network manufacturers, IT companies and content producers (16 April 2003).
 - Yomi publishes the next-generation Yomi Connect product family, directed to operators and service providers (24 April 2003).
 - Yomi and HP co-operate in delivering the HP OpenChat service to Globul, a GSM operator in Bulgaria (28 April 2003).
 - Yomi delivers the Timmi facility booking solution, a solution used over the Internet for booking sports and leisure facilities, to the city of Kotka (30 May 2003).
 - Yomi joins the Symbian Platinum Partner partnership programme. Symbian develops and issues licences for the Symbian OS™ operating system standard for mobile phones, approved worldwide (12 June 2003).
 - Yomi is selected integrator of the network information system project of Elisa Networks (13 June 2003).
 - Yomi delivers an upgrading of the Yomi MCC software to Sonera's mobile office (16 June 2003).
 - Yomi delivers a wireless LAN experimental project to Jyväskylä's pedestrian street (4 August 2003).
 - Yomi becomes an IBM Premier Business Partner in the software business (27 August 2003).
 - The number of participants in Yomi's Yhteys 2003 seminar on Yomi's Real-Time Customer Care Service set a new record (10 September 2003).
 - Yomi delivers software for enhancing the processing of electricity offers to Helsinki Energy (24 September 2003).
 - Yomi delivers the Timmi facility booking solution, a solution used over the Internet for booking sports facilities, to the city of Seinäjoki (6 October 2003).
 - Yomi participates in the HP Club event arranged in conjunction with the ITU Telecom World Exhibition in Geneva (6 October 2003).
 - Yomi delivers a group call service for enhancing phone negotiations to Fonecta (27 October 2003).

Yomi's product families

Yomi Connect is a communication and messaging software product family comprising a next-generation group call system, a mobile office solution, as well as a chat, dating and instant messaging service. In all of the Connect product family services, voice and data are seamlessly integrated to form an easy-to-use service.

Yomi Multi Conference Server

(MCS) is a next-generation instant group call service targeted at operators and service providers who offer services for consumers and enterprises. Yomi MCS offers corporate employees unforeseen ease in arranging teleconferencing, which is highly popular. For consumers, the service offers the opportunity to gather a circle of friends by pressing a few keys with different terminal devices. The product will be launched in spring 2004.

Yomi Mobile Communication

Center (MCC) is a mobile office solution targeted towards operators and service providers as well as for internal corporate use. Yomi MCC is the world's first mobile office application that allows a conference call to be initiated directly from the address book. Starting a conference is as easy as sending e-mail. The colourful and easy to use Java MIDP or Symbian OS user interface as well as synchronisation features create a whole new level of opportunities in mobile communications.



Yomi Community Messaging

Center (CMC) is a chat, dating and instant messaging service that can be accessed seamlessly with different devices. The solution enables real-time communication with the device most suitable for the situation, regardless of location. Users can even change from one device to another in the middle of an active session.

Yomi TElement is a flexible, cost-efficient communication solution and service system, for telecommunications operators. The most common service entities are voice mail systems, conference call services and various special services tailored according to the needs of the automation of Contact Centers and operators. The TElement software family is particularly suitable for offering services for the needs of fixed, mobile and broadband operators. It is at its best in challenging projects utilising new product ideas and technologies.

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