

## **TietoEnator delivers new library system to Joensuu**

Joensuu City Library – North Karelia Regional Library will replace its current customer service system with TietoEnator's PallasPro. The PallasPro solution also facilitates regional networking and shared library services. The new system will be implemented by the end of 2002.

"The goal of the Joensuu City Library was to acquire a PC-based system that would be more customer-friendly, meet our standards, and facilitate further development based on library needs. The software is purchased jointly with the Jyty Co-operation Cluster and Juuka Municipal Library. As far as the co-operating partners are concerned, we will have to wait for the preparation of next year's budgets and the final go-ahead from each municipality. However, our goal is to implement the PallasPro system in most municipalities over the next year," says Library Manager Maire Nuutinen.

With PallasPro, library users can avail themselves to library resources through their home computers, work computers or mobile phones, or access personalised services based on their individual user profiles. Library staff, on the other hand, will receive a modern tool that will aid information retrieval, the processing of library materials and customer service.

With over 250 customer libraries serving some 2.5 million people, TietoEnator is the leading supplier of IT solutions for libraries in Finland. For example, 9 out of the 20 regional libraries offering province-wide services are TietoEnator customers. TietoEnator is a pioneer in the implementation of Internet-based and mobile library solutions that support electronic services in public networks. Customers at PallasPro-enabled libraries currently accumulate over 1 million electronic online transactions per month.

Further information:

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With almost 12,000 employees and annual net sales of EUR 1.1 billion, TietoEnator is a leading supplier of high value-added IT services in Europe. TietoEnator specialises in consulting, building and hosting its customers' business operations in the digital economy. The Group's services are based on a combination of deep industry-specific expertise and latest information technology.

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