

Netop Solutions A/S – Profit announcement for the third quarter

Decent performance in the third quarter: revenue and EBITDA in line with expectations. The initiatives approved by our Board of Directors in its review of our strategy plan were implemented during the quarter. The resulting effects will not feed through to revenue until in 2012. Management confirms the guidance for 2011.

CEO Kurt Bager said: We had a decent performance in the third quarter, as revenue and EBITDA were in line with our expectations. Revenue was not quite at last year's level, as especially the low USD/DKK exchange rate had a negative impact, but in local currency terms we're very close to last year, and that's encouraging considering the current market conditions. We have implemented the strategic initiatives approved by our Board in connection with the revised strategy announced in August. For example, we have run a number of marketing campaigns promoting Live Chat and have been getting good response. We're beginning to see growing interest for our Live Chat product in the US market. We have now primed our organization to further support the growth potential of the Live Chat product, and we expect to hire in the last of the resources we need to support our efforts in the remote control segment of the tablet and smartphone markets.

Highlights

- Revenue amounted to DKK 21.6 million in Q3 2011, compared with DKK 23.2 million in Q3 2010. The decline was mainly due to the lower USD/DKK exchange rate, which reduced Q3 2011 revenue by DKK 1.2 million. The 9M revenue was DKK 63.7 million, compared to DKK 66.2 million in the same period of 2010.
- EBITDA amounted to DKK 1.2 million in Q3 2011, against DKK 2.6 million in Q3 2010. EBITDA for the nine months to September 30, 2011 was DKK 0.5 million, against DKK 5.7 million in 9M 2010. The 2010 EBITDA profit included a one-off gain of DKK 5.0 million.
- Netop Solutions recorded a net loss of DKK 1.9 million in Q3 2011, against a DKK 3.6 million loss in Q3 2010. The company recorded a net loss of DKK 8.4 million for the nine months to September 30, 2011, against a DKK 4.5 million loss in 9M 2010. The 2010 net loss included a one-off gain of DKK 5.0 million.
- Management confirms the guidance for 2011 announced on August 16, 2011: we continue to expect FY 2011 revenue in the DKK 90-95 million range and FY 2011 EBITDA in the DKK 0-5 million range.

Contact

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Netop Solutions A/S

Netop develops and sells software solutions enabling swift, stable and secure transfer of video, screen images, sound and data between two or more computers. The company has three core business areas: Secure Remote Control, Classroom Management og Live Chat.

Netop Remote Control is the most scalable and secure solution available on the remote control market today and more than half of the Fortune 100 companies apply this unique solution. Companies all over the world use Netop Remote Control to cut their support costs and comply with tough security requirements. Netop Solution's market-leading Classroom Management solutions for digital classroom management help students and teachers in 75 countries achieve results through virtual teaching. Greater efficiency and higher grades are but some of the results. Netop Live Guide, Netop's live chat solution, is a unique chat solution that enables businesses to offer better customer service, enhance their efficiency and sales and convert online visitors to customers.

Netop has 130 employees and subsidiaries in the USA, the UK, Romania, China and Switzerland. The company sells its solutions to public and private sector customers in more than 80 countries. Netop Solutions A/S is listed on NASDAQ OMX Copenhagen. Netop generated revenue of DKK 92.1 million in 2010. For more information, go to www.netop.com.

Financial highlights and ratios for the Netop group

DKK 1.000	9M 2011	9M 2010	Q3 2011	Q3 2010	2010
HIGHLIGHTS					
Income statement					
Revenue	63.658	66.197	21.592	23.247	92.071
Operating profit before depreciation and amortisation (EBITDA)	543	5.675	1.158	2.631	8.212
Operating profit/(loss) (EBIT)	(7.681)	(3.186)	(1.516)	(353)	(1.883)
Profit/(loss) of financial items	(1.232)	(1.781)	(521)	(3.417)	(2.103)
Profit/(loss) before tax	(8.912)	(4.967)	(2.037)	(3.770)	(3.986)
Profit/(loss) for the year to date	(8.440)	(4.472)	(1.910)	(3.563)	905
Balance sheet					
Non-current assets	71.413	74.916			76.385
Current assets	28.028	36.199			34.288
Total assets	99.441	111.115			110.674
Assets excl. cash	87.080	91.758			96.634
Share capital	31.951	24.371			31.951
Equity	76.925	65.756			84.752
Non-current liabilities	4.325	18.413			5.257
Current liabilities	18.191	24.935			25.921
Cash flow statement					
Cash flow from operating activities	2.296	846	370	900	5.628
Cash flow from investing activities	(4.107)	(3.397)	(2.591)	(3.230)	(4.586)
of which investments in property, plant and equipment	(358)	(476)	(118)	(476)	(135)
Cash flows from financing activities	0	8.600	0	8.600	8.626
Change in cash at bank and in hand	(1.810)	6.049	(2.220)	6.270	9.668
RATIOS					
Financial ratios¹⁾					
EBITDA margin (%)	1	9	5	11	9
EBIT margin (%)	(12)	(5)	(7)	(2)	(2)
Solvency ratio (%)	77	59			77
Return on equity (%)	(10)	(4)			1
Share ratios¹⁾					
Earnings per share (DKK)	(1,3)	(1,0)	(0,3)	(0,7)	0,2
Diluted earnings per share, EPS-D (DKK)	(1,3)	(1,0)	(0,3)	(0,7)	0,2
Net asset value per share (DKK)	12,0	13,5			13,3
Price earnings ratio	0,7	0,6			0,9
P / E-value	(6,2)	(8,1)			57,3
Cash flow from operating activities per share (DKK)	0,4	0,2	0,1	0,2	1,2
Dividend per share (DKK)	-	-	-	-	-
Payout ratio (%)	-	-	-	-	-
Share price end of period	8,2	7,8			11,4
Average number of shares (1,000 of DKK 5 each)	6.390	4.616	6.390	4.874	4.689
Number of shares at the end of the period (1,000 of DKK 5 ea	6.390	4.874	6.390	4.874	6.390
Ratios relating to staff					
Average no. of employees	130	127	130	123	115

Basic and diluted earnings per share are calculated in accordance with IAS 33. Other financial ratios are calculated in accordance with 'Recommendations Ratios, 2010', issued by the Danish Society of Financial Analysts. See the definitions of financial ratios in the accounting policies set out in note 1 to the Annual Report for 2010.

Business performance

Our management launched the initiatives approved by our Board of Directors in its review of our strategy plan. A number of marketing campaigns have been launched, mainly for our live chat product, and we have started up a process of initiating the development of products directed at the remote control segments of the tablet and smartphone markets. These activities are not expected to feed through to our revenue until in 2012.

Remote Control (formerly Administration)

Remote Control generated revenue of DKK 9.8 million in Q3 2011, a 13% fall in local currency terms and a 16% fall including exchange rate adjustments from DKK 11.5 million in the year-earlier period. Exchange rate adjustments reduced the Q3 2011 revenue by DKK 0.4 million relative to last year.

We are currently building a development team of specialists who will be focused on remote control tools for tablets and smartphones, and we are working on a number of other development initiatives intended to keep Netop Remote Control positioned as one of the leading secure remote control tools on the market.

We are generally still seeing customer uncertainty in the Enterprise market, but by stepping up our marketing efforts and other selling initiatives we have recorded an increase in the number of leads and a growing awareness of Netop Remote Control. Management believes that there will be a certain reluctance in the EMEA region during the rest of the year and into 2012, but that the US market, which is where we have made most of our marketing investments will see a slight increase in activity levels.

Classroom Management (formerly Education)

The Q3 Classroom Management revenue was DKK 10.4 million, compared to DKK 10.7 million in Q3 2011. Our sales to the US market fell by 1% in local currency terms and by 11% including exchange rate adjustments. Exchange rate adjustments reduced the Q3 2011 revenue by DKK 0.8 million relative to last year. EMEA revenue was up by 15% relative to the year-earlier period.

We launched a new version of MyVision in the Classroom Management market in the third quarter, which gained positive press reviews in our core markets. In addition, we launched back-to-school marketing campaigns and ran e-mail campaigns through social media which reached more than 100,000 teachers across the United States. Subsequently, we have recorded an increase in traffic on our Web site, as 7000 teachers have downloaded a trial version of the product. We embarked on a number of roadshows in Germany and Switzerland, and the Netop Classroom Management products have been well received in both markets.

Live Chat (formerly Communication)

Live Chat generated revenue of DKK 0.8 million in Q3 2011, compared to DKK 1.0 million in Q3 2010. The DKK 0.2 million drop from last year was due to the fact that the revenue for 2010 was not accrued until in the fourth quarter of 2010. Based on the current forecast, we expect annual revenue growth for Live Chat of about 30%.

In the third quarter of the year, we expanded our marketing efforts in the Live Chat field. For example, we attended a two-day seminar organized by FDIH, the Danish Distance Selling and E-business Association, for businesses providing digital customer service. Netop Solutions also participated in 'Digitaliseringsmessen', a recurring Danish digitalization fair organized to support the e2012 targets of the Danish public sector for increased digital communications. The fair spotlights digital solutions and the efficiency-enhancement potential available to Danish local government. In addition, Netop Solutions, CRM Magazine and Forrester Research held an online webinar based on a Chat Report prepared by Forrester. The webinar raised a good response and produced qualified leads. We have appointed a public relations agency in the United States to promote the use of the Netop Chat solution, and a similar model has been set up in the UK.

Financial review

Revenue

Netop Solutions generated revenue of DKK 21.6 million in Q3 2011, a DKK 1.6 million or 7% fall from DKK 23.2 million in Q3 2010.

The average USD/DKK exchange rate was considerably lower in Q3 2011 than it was in Q3 2010, and exchange rate developments alone reduced revenue by DKK 1.2 million in the third quarter.

Revenue by product:

DKKm	Q3 2011	%	Q3 2010	%	2010
Remote Control (formerly Administration)	9.8	45.4	11.5	49.6	52.9
Classroom Management (formerly Education)	10.4	48.1	10.7	46.1	36.6
Live Chat (formerly Communication)	0.8	3.7	1.0	4.3	2.6
Other	0.6	2.8	0.0	0.0	-
Total	21.6	100	23.2	100	92.1

Note:

Segment names were changed during the reporting period so as to better reflect the underlying business activity.

Revenue by geographical market:

DKKm	Q3 2011	%	Q3 2010	%	2010
USA	10.9	50.5	12.1	52.1	43.2
EMEA/APAC	10.7	49.5	11.1	47.9	48.9
Total	21.6	100	23.2	100	92.1

Note:

EMEA/APAC: Europe, the Middle East, Africa and Asia

Costs

Costs of production, external costs, staff costs and impairment charges totaled DKK 23.1 million in Q3 2011, slightly down from DKK 23.6 million in Q3 2010.

External costs amounted to DKK 7.6 million in Q3 2011, compared with DKK 7.9 million in Q3 2010.

Staff costs were DKK 12.5 million in Q3 2011, compared with DKK 12.6 million in Q3 2010.

Depreciation and amortization charges were DKK 2.7 million in Q3 2011, compared with DKK 3.0 million in Q3 2010.

Financial results

EBITDA was a profit of DKK 1.2 million in Q3 2011, against DKK 2.6 million in the same period of last year.

EBIT was a loss of DKK 1.5 million in Q3 2011, compared with a loss of DKK 0.4 million in the year-earlier period.

Netop Solutions recorded a net loss of DKK 1.9 million in Q3 2011, against a loss of DKK 3.6 million in Q3 2010.

Balance sheet

At 30 September 2011, total assets amounted to DKK 99.4 million, with cash accounting for DKK 12.4 million. Equity stood at DKK 76.9 million (corresponding to an equity ratio of 77%), compared to DKK 65.8 million at September 30, 2010.

Cash flows

Operating activities generated a cash inflow of DKK 1.8 million in Q3 2011, compared with DKK 3.3 million in the year-earlier period. The Q3 2011 cash flow per share (CFPS) was an inflow of DKK 0.1, compared to DKK 0.2 in Q3 2010.

Investing activities generated a cash outflow of DKK 1.1 million in Q3 2011, compared with an outflow of DKK 1.5 million in the year-earlier period. Investing activities in the third quarter related mainly to wages and other direct costs attributable to the group's development activities.

Financing activities generated a cash flow of DKK 0.0 million in Q3 2011 compared to an outflow of DKK 10.0 million in Q3 2010. The 2010 figure reflected the settlement of a guarantee commitment in connection with the 2008 acquisition of GenevaLogic.

Accordingly, there was a total cash inflow of DKK 0.7 million in Q3 2011, compared to an outflow of DKK 8.2 million in the year-earlier period.

Outlook for 2011

In the Remote Control business (formerly Administration), Netop Solutions failed to generate the business growth anticipated, due to reluctance among clients to invest in the Enterprise market. Accordingly, a number of large orders were not closed as otherwise expected. The Enterprise business will remain a priority for Netop Solutions, and we expect revenue from this business area to be slightly lower than last year.

For the Classroom Management business (formerly Education), we maintain our targets for 2011 and expect slight revenue growth in this segment.

The Live Chat business (formerly Communication) is experiencing powerful developments and we have allocated additional sales resources to this segment in 2011. Due to the substantial growth of this market, Netop Solutions aims to position the product by stepping up marketing relative to the original plans. We expect significant revenue growth in 2011 now that Netop Live Guide is also sold through the Netop Solutions web shop.

Management confirms the guidance for 2011 announced on August 16, 2011: we continue to expect FY 2011 revenue in the DKK 90-95 million range and FY 2011 EBITDA in the DKK 0-5 million range.

The guidance for USD-denominated revenue for the rest of 2011 is based on a USD/DKK exchange rate of DKK 5.30. At a USD/DKK exchange rate of 5.40, revenue will improve by about DKK 0.5 million and EBITDA will be about DKK 0.2 million higher.

Forward-looking statements

The above forward-looking statements, including in particular the forecasts of future revenue and financial results, reflect and are based on management's current expectations for future events and are subject to risk and uncertainty, which may cause Netop Solutions' actual results to differ materially from the expectations expressed in the forward-looking statements. Netop Solutions would caution its investors that there can be no assurance that the actual results or business conditions will not differ materially from the forecasts or expectations expressed in such forward-looking statements, due to various factors, some of which will be beyond Netop Solutions' control, which may cause actual developments and results to differ materially from the expectations expressed by the company. Such factors include, but are not limited to, general economic developments, developments in the financial markets, technology innovation, changes and amendments to legislation and regulations governing Netop Solutions' markets, changes in the demand for Netop Solutions' products, competition, and the integration of company acquisitions. Netop Solutions does not intend and does not assume any obligation to update or revise such forward-looking statements whether as a result of new information, future events or otherwise, unless required by law.

Announcements in 2011

28 January	Employee representative resigns from the Board of Directors
15 March	Netop Solutions A/S releasing Annual Report 2010
23 March	Notice to convene 2011 Annual General Meeting
15 April	Proceedings at the annual general meeting of Netop Solutions A/S
19 April	Articles of association of Netop Solutions A/S
26 April	Netop Solutions A/S – Profit announcement for the first quarter
2 May	Report on transactions in Netop Solutions shares by executives, directors and other senior employees of Netop Solutions and their related parties
16 August	Profit announcement for the second quarter and first half-year of 2011
26 August	Report on transactions in Netop Solutions shares by executives, directors and other senior employees of Netop Solutions and their related parties
29 August	Report on transactions in Netop Solutions shares by executives, directors and other senior employees of Netop Solutions and their related parties

Financial calendar 2011

31 December	End of the 2011 financial year
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Statement by the Board of Directors and the Management Board

The Board of Directors and the Management Board today considered and approved the interim report of Netop Solutions A/S for the nine months ended September 30, 2011.

The interim report, which is unaudited and has not been reviewed by the company's independent auditors, was prepared in accordance with IAS 34 'Interim Financial Reporting' as adopted by the EU and additional Danish disclosure requirements for listed companies.

We consider the accounting policies applied to be appropriate and the accounting estimates to be reasonable. In our opinion, the interim report gives a true and fair view of the group's assets and liabilities and financial position at September 30, 2011 and of the results of the group's operations and cash flows for the period January 1–September 30, 2011.

In our opinion, the management report includes a fair review of the development and performance of the business and the financial position of the group in general and describes the principal risks and uncertainties that the group faces.

Birkerød, November 15, 2011

Management Board

Kurt Bager
CEO

Board of Directors

Ib Kunøe
Chairman

Jakob Bork

Jan Elbæk

Marcus Kaber

Henning Hansen

Torben Frigaard Rasmussen

Søren Bach

CONSOLIDATED INCOME STATEMENT

DKK '000	Notes	9M 2011	9M 2010	Q3 2011	Q3 2010
Revenue	2	63.658	66.197	21.592	23.247
Direct costs		(963)	(422)	(356)	(107)
Gross profit		62.695	65.775	21.236	23.140
Other operating income		208	5.000	-	-
External costs		(23.692)	(24.615)	(7.583)	(7.915)
Amortisation, depreciation and impairment losses		(8.223)	(8.861)	(2.674)	(2.984)
Staff costs		(38.668)	(40.485)	(12.495)	(12.594)
Other operating costs		-	-	-	-
Operating profit (EBIT)		(7.681)	(3.186)	(1.516)	(353)
Financial income		88	4.156	61	(5.920)
Financial expenses		(1.320)	(5.937)	(582)	2.503
Profit before tax		(8.912)	(4.967)	(2.037)	(3.770)
Corporation tax		472	495	127	207
Profit for the period		(8.440)	(4.472)	(1.910)	(3.563)
Earning per share (EPS)					
Earning per share (EPS)		(1,3)	(1,0)	(0,3)	(0,7)
Earnings per share, diluted (EPS-D)		(1,3)	(1,0)	(0,3)	(0,7)

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

DKK '000	9M 2011	9M 2010	Q3 2011	Q3 2010
Profit for the period	(8.440)	(4.472)	(1.910)	(3.563)
Other comprehensive income	-	-	-	-
Exchange rate adjustments relating to foreign entities	343	679	918	1.551
Tax of other comprehensive income	-	-	-	-
Other comprehensive income after tax	343	679	918	1.551
Total comprehensive income	(8.098)	(3.793)	(993)	(2.012)

CONSOLIDATED BALANCE SHEET

	30/9 2011	31/12 2010	30/9 2010
DKK '000			
ASSETS			
Goodwill	31.022	31.022	31.022
Customer relations	5.250	7.500	9.000
Acquired licences	3.469	5.415	6.715
Completed development projects	7.752	7.294	4.196
Development projects in progress	1.510	1.848	3.011
Software internal use	238	250	389
Intangible assets	49.241	53.328	54.333
Other fixtures and fittings, tools and equipment	693	808	917
Leasehold improvements	62	56	53
Property, plant and equipment	755	864	970
Deposits	13.032	13.012	13.069
Other receivables	2.177	2.973	4.540
Deferred tax	6.209	6.209	2.004
Other non-current assets	21.418	22.194	19.613
Total non-current assets	71.413	76.385	74.916
Trade receivables	12.806	17.082	13.903
Other receivables	2.860	3.167	2.939
Cash at bank and in hand	12.362	14.040	19.357
Total current assets	28.028	34.288	36.199
Total assets	99.441	110.674	111.115

CONSOLIDATED BALANCE SHEET

	30/9 2011	31/12 2010	30/9 2010
DKK '000			
EQUITY AND LIABILITIES			
Share capital	31.951	31.951	24.371
Share premium	7.721	7.721	2.354
Other reserves	10.313	9.700	7.387
Retained earnings	26.940	35.380	31.644
Total equity	76.925	84.752	65.756
Deferred tax	1.837	2.625	3.150
Provisions	-	-	1.311
Pension obligations	226	226	226
	-	-	12.921
Other liabilities	1.205	1.241	805
Deferred income	1.056	1.165	-
Total non-current liabilities	4.325	5.257	18.413
Provisions	50	142	10.146
Trade payables	2.591	3.634	2.167
Corporation tax	55	-	76
Other liabilities	8.388	10.313	8.241
Deferred income	7.106	6.575	4.305
Total current liabilities	18.191	20.664	24.935
Total liabilities	22.516	25.922	43.348
Total equity and liabilities	99.441	110.674	109.104

CONSOLIDATED CASH FLOW STATEMENT

DKK '000	9M 2011	9M 2010
Operating Profit (EBIT)	(7.681)	(3.186)
Adjustments for non-cash transactions:	-	-
Share based payments	270	-
Unrealised exchange rate adjustments	(890)	(733)
Adjustment pension obligations	0	-
Adjustment provisions	(92)	-
Amortisation, depreciation and impairment losses	8.223	9.004
Gains and losses on sold intangible assets and property, plant and equipment	-	(143)
Adjustment deferred income	422	503
	253	5.445
Change in net working capital:		
Change in receivables	5.358	(1.773)
Change in trade payables and other liabilities	(2.579)	(2.569)
Cash generated from operations	3.032	1.103
Interest received	88	35
Interest paid	(563)	(172)
Cash generated from operations activities	2.557	966
Corporation tax paid	(261)	(120)
Cash flow from operating activities	2.296	846
Purchase of intangible assets	(3.749)	(2.921)
Disposal of intangible assets	-	-
Purchase of property, plant and equipment	(358)	(476)
Disposal of property, plant and equipment	-	-
Purchase/disposal of other non-current assets	-	-
Cash flow from investing activities	(4.107)	(3.397)
Payment for purchase of GenevaLogic in 2008	-	(10.000)
Convertible loan issued	-	18.600
Cash flow from financing activities	-	8.600
Change in cash at bank and in hand	(1.810)	6.049
Cash at bank and in hand at 1 January	14.040	4.848
Exchange rate adjustments	132	(168)
Cash at bank and in hand at 30 September	12.362	10.729

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

DKK '000	Share capital	Share premium	Translation reserve	Reserve for share based payments	Retained earnings	Reserve total	Total
Equity at 1 January 2010	21.046	-	6.708	1.640	34.476	42.824	63.870
Total comprehensive income							
Profit for the period	-	-	-	-	(4.472)	(4.472)	(4.472)
Other comprehensive income:							
Exchange rate adjustments relating to foreign entities	-	-	679	-	-	679	679
Tax of other comprehensive income	-	-	-	-	-	-	-
Total other comprehensive income	-	-	679	-	-	679	679
Total comprehensive income for the period	-	-	679	-	(4.472)	(3.793)	(3.793)
Transaction with owners:							
Capital increase	3.325	2.354	-	-	-	2.354	5.679
Acquisition of treasury shares	-	-	-	-	-	-	-
Share based payments	-	-	-	-	-	-	-
Total transactions with owners	3.325	2.354	-	-	-	2.354	5.679
Equity at 30 September 2010	24.371	2.354	7.387	1.640	30.004	41.385	65.756
Equity at 1 January 2011	31.951	7.721	7.797	1.904	35.380	52.802	84.753
Total comprehensive income							
Profit for the period					(8.440)	(8.440)	(8.440)
Other comprehensive income:							
Exchange rate adjustments relating to foreign entities			343			343	343
Tax of other comprehensive income			-			-	-
Total other comprehensive income	-	-	343	-	-	343	343
Total comprehensive income for the period	-	-	343	-	(8.440)	(8.098)	(8.098)
Transaction with owners:							
Capital increase					-	-	-
Acquisition of treasury shares					-	-	-
Share based payments					270	-	270
Total transactions with owners					270	-	270
Equity at 30 September 2011	31.951	7.721	8.139	2.174	26.940	44.974	76.925

NOTES

NOTE 1 GROUP ACCOUNTING POLICIES

The interim report is presented in accordance with IAS 34 'Interim Financial Reporting' as adopted by the EU and additional Danish disclosure requirements for interim reports of listed companies.

The accounting policies are unchanged from the policies applied in the Annual Report 2010, to which reference is made.

A full description of the accounting policies is contained in the annual report for 2010.

Change in accounting policies:

Netop Solutions has adopted all new, amended or revised accounting standards and interpretations ('IFRSs') endorsed by the EU effective for the accounting period beginning on 1 January 2011. These IFRSs have not had a significant impact on the Group's interim financial report.

NOTE 2 SEGMENT INFORMATIONS

DKK '000

		Classroom		
9 months 2011	Remote Control	Management	Live Chat	Total
Segment income statement				
External revenue	33.046	26.498	2.565	62.110
Operating profit before depreciation and amortisation (EBITDA)	16.353	9.088	(6.385)	19.056
Depreciation and amortisation	(622)	(6.205)	(394)	(7.221)
Other segment items				
Segment assets	3.378	41.609	1.965	46.952
Additions to property, plant and equipment and intangible assets	1.439	1.754	468	3.661
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9 months 2010	Remote Control	Classroom	Live Chat	Total
Segment income statement				
External revenue	36.622	27.326	2.249	66.197
Operating profit before depreciation and amortisation (EBITDA)	18.383	6.879	(3.214)	22.048
Depreciation and amortisation	(475)	(6.674)	(535)	(7.684)
Other segment items				
Segment assets	5.849	45.833	1.150	52.832
Additions to property, plant and equipment and intangible assets	955	1.677	289	2.921

During 2011 the Group has improved its allocation of cost to each of the segments as the Group's reporting system has been improved. Both staff costs and a large part of the external costs are now allocated directly to each of the segments. In the past it has been based on high level allocation keys. The changes has been made to better reflect the results of each segment. Comparative figures for the first 9 months of 2010 has been adjusted.

The names of the segments has been changed from Administration to Remote Control, from Education to Classroom Management and from Communication to Live Chat.

NOTES

NOTE 2 SEGMENT INFORMATION - continued

DKK '000	9M 2011	9M 2010
Reconciliation of reportable segment's revenue, EBITDA, assets and other important items		
Revenue		
Reportable segments' revenue	62.110	66.197
All other segments' revenue	1.548	135
Revenue c.f. income statement	63.658	66.332
Operating profit before depreciation and amortisation (EBITDA)		
Reportable segment's operating profit before depreciation and amortisation (EBITDA)	19.056	22.048
All other segments' revenue	464	135
Other income	208	5.000
Non-allocated group costs, administrative functions	(19.186)	(21.508)
Operating profit before depreciation and amortisation (EBITDA) c.f. income statement	543	5.675
Other important items - depreciation and amortisation		
Total for reportable segments	(7.221)	(7.684)
Depreciation on non-allocated assets e.g. head office functions	(1.002)	(1.177)
Other important items - depreciation and amortisation c.f. income statement	(8.223)	(8.861)
Assets		
Reportable segments' assets	46.952	52.832
Other non-allocated assets, e.g. head office functions	52.489	58.283
Assets c.f. balance sheet	99.441	111.115