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FOR IMMEDIATE RELEASE

Janeeva launches the first on-line Delivery Management software for Business Process Outsourcing (BPO) Assurance

Janeeva's on-line BPO Assurance Software that allows users to effectively monitor and manage remote operations released for General Availability today

(ANN ARBOR, MICHIGAN) - May 5, 2005 –Janeeva – www.janeeva.com - Janeeva's on-line delivery management "Assurance" software solves the challenges created by offshore outsourcing by bringing remote operations to the desktop. The software, released for General Availability today, enables users to remotely oversee day-to-day operations, make timely decisions by accessing meaningful metrics, and maintain control of people and processes thousands of miles away.

The web-based solution has gained a solid track record by supporting a limited number of customers for several months. For example, a marketing company that provides mortgage lead generation for Fortune 500 banks currently has five vendors under management. Data is collected and consolidated from multiple call centers and Janeeva's software automatically consolidates, compares and streamlines lead management, tracking, dispute resolution, and billing.

Curtis Blair, VP Operations for the marketing company says, "From concept to delivery, Janeeva has been instrumental in developing a business platform software which enables us to more effectively manage vendor and client relationships. [Outsourcing] demands an investment in measurement and calibration tools which track vendor performance, manage capacity and promote accountability. Janeeva's product assists us to consistently meet our customers' expectations of cost and quality while managing multiple sourcing relationships."

"The need for effective vendor management and governance, especially in offshore outsourcing, is well known, however, there is still often a large gap between what is required and what is delivered," says Vinay Gupta, CEO of Janeeva, "We are filling that gap with our on-line BPO Assurance software."

Janeeva's BPO Assurance products and services enable companies to maximize the effectiveness and quality of their BPO investment by monitoring, managing and analyzing remote operations based on business goals. Janeeva's BPO Assurance Solution is an affordable, multi-faceted program that includes software and services for (1) operations delivery management, (2) supplier relationship management and (3) supplier capacity management, specific to any BPO application.

Janeeva, incorporated in 2004, has offices in Ann Arbor, Michigan and Delhi, India.