

Thanks for reading the *Janeeva Journal*, an informal newsletter about Janeeva and the ORM industry. Distribution is limited to employees, investors, VCs, and business partners.

*This document is confidential and should not be shared.*

### **David Karabinos Joins Janeeva's Board of Directors**

*"The merger of Janeeva and Vantage Technologies excited me. For the first time there is an ORM vendor that has both performance and relationship management functionality in their software that no one else has today. Second, the leadership of both Janeeva and Vantage understand the industry and space they are in. They have a high degree of chance of success in an emerging and competitive industry",* commented David.



David is an acknowledged expert in the field of outsourcing and brings exceptional expertise in contracting, governance and relationship management. His impressive credentials include a founding role and practice leader with both EquaTerra and TPI, the foremost third party consultants in outsourcing strategy and operations. David's more than 30 years of experience in outsourcing provide a level of insight that few industry luminaries possess.

### **Janeeva Assurance Adds SLA Manager to Meet Needs of ORM (Outsourcing Relationship Management)**

Service Level Agreements (SLAs) are an important part of every outsourcing contract. However, in practice SLAs are often neglected because they are too hard to manage. Data from many different sources has to be collected and summarized, complex calculations have to be performed, and reports need to be created. Even when SLAs do get monitored, the process requires a painful manual effort.

Janeeva has created SLA Manager to make it easy to accurately define, track, and manage SLAs. SLA Manager gives users immediate answers to important questions like, "Are my SLA's being met?, If performance doesn't improve, will penalties be triggered? Are we at risk of a contract breach? Which SLA's are trending toward non-compliance?"

Ray Simonson, CEO of Software Innovations said, "*Contracts, once negotiated, tend to get stored in a drawer and not looked at again until things have gone wrong. SLA Manager reduces the risks associated with relying on parties outside of internal control to ensure brand and customer experience is protected.*"

"*Monitoring SLAs is a key component of effectively managing outsourcing relationships,*" explains Matt Chittle, Janeeva's VP of Product Management, "*When our customers and prospects told us that they needed a better way to keep track of SLAs, we responded with functionality that is designed specifically for monitoring the SLAs that govern outsourcing relationships. Our customers can now log on to Janeeva Assurance and instantly get all of the answers to their critical SLA questions.*"

SLA Manager is only one of the exciting new additions to Janeeva Assurance. If you haven't seen a demo recently, send an email to [info@janeeva.com](mailto:info@janeeva.com) to get your private tour scheduled. We're proud of our product, and enjoy talking about it and showing off its capabilities.

## **Managing Outsourcing Relationships is Recommended Reading**



Danny Ertel, Chairman of Janeeva's Board of Directors, is a leading authority on negotiation, relationship management and conflict management, and literally wrote the book on managing outsourcing relationships.

*"Managing Outsourcing Relationships offers a look at the problems associated with poor relationship management, the value potential of good relationship management, and some practices companies are employing to more effectively manage their relationships. Also included are insights on what buyers and providers could do to ensure success, and some leading-edge practices employed by a handful of companies."*

The book is available from Vantage Partners at [www.vantagepartners.com](http://www.vantagepartners.com) and Janeeva recommends it to anyone interested in learning about ORM.

## **Outsourcing World Summit, February 19-21, 2007**

The "must-attend" event for outsourcing professionals is IAOP's Outsourcing World Summit. Held this year in Las Vegas, it brings together forward thinking practitioners on both the buyer and provider side of outsourcing to network and share experiences.

Brad Rubin, Director of Operations at TrueCredit, a Janeeva customer, is presenting "*Managing Outsourcing Success in a Multi-Vendor Environment*". Brad is an enthusiastic user of Janeeva, and we look forward to hearing what he has to say. Danny Ertel, Chairman of Janeeva, also plays a main role in this conference and will present on "*Taking Governance and Relationship Management to the Next Level*".

If you're involved in outsourcing, we recommend you not miss this conference. Hope to see you there!

## **Janeeva's New Neighbor**

Janeeva has a great new neighbor. [Dana & Co Baking Company](#) opened their doors right next to us about a month ago. They send over samples of their delicious cookies every so often, and we visit them regularly hoping they'll install a good coffee machine. Visit our offices and we'll wrangle up a sample for you.

## **Janeeva Wishes You Very Happy Holidays**

