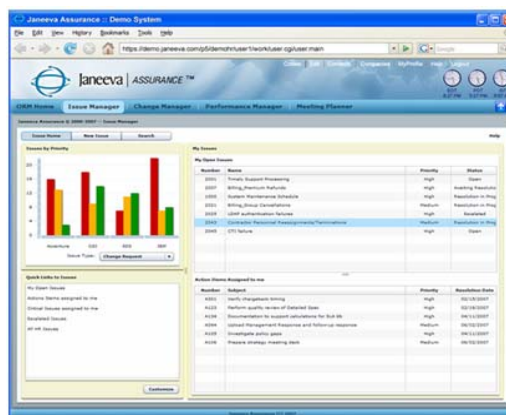


Thanks for reading the *Janeeva Journal*, an informal newsletter with news from Janeeva and the Outsourcing Relationship Management industry. Please send comments or questions to [info@janeeva.com](mailto:info@janeeva.com).

### Janeeva Product Announcements

In late August, we previewed two significant enhancements to the **Janeeva Assurance™ Issue Manager™** and **Meeting Planner™** modules. These latest releases bring a new level of usability, workplace community and relationship management expertise to our customers.

While there are many issue tracking tools, Janeeva's *Issue Manager* is designed to resolve issues rather than just record and track a list of problems. *Meeting Planner* is designed to simplify the task of clearly communicating objectives, planning for results and bringing people together to address relationship issues. The processes within both Issue Manager and Meeting Planner are designed around proprietary expertise in negotiating and managing critical business relationships from Vantage Partners ([www.vantagepartners.com](http://www.vantagepartners.com)) and Harvard University.



Issue Manager is unique in its ability to develop clarity and transparency around issue management, resulting in better relationships with outsourcing service providers and better business results. Meeting Planner enables clients to collaborate more effectively with their vendors by providing a common platform from which both parties can share objectives and desired outcomes. Issue Manager and Meeting Planner are fully integrated to provide a seamless process for bringing people together to address relationship issues and improve business results.

Contact Matt Chittle ([matt.chittle@janeeva.com](mailto:matt.chittle@janeeva.com)) to learn more.

### Janeeva Appearances & Events

In August, Janeeva's CTO, **Raj Rajen**, launched the "**SaaS Roundtable**," a community of interest around technologies, business challenges and best practices related to Software as a Service. To establish the founding group, Raj invited senior technical people from eight firms ranging from startups to billion dollar software companies – all with a common interest in developing successful SaaS offerings.

Contact Raj Rajen ([raj.rajen@janeeva.com](mailto:raj.rajen@janeeva.com)) to learn more.



## Janeeva Appearances & Events

Janeeva was invited to co-sponsor a Sept. 20 charity golf outing in support of the *Caitlin Robb Pediatric Cancer Center Foundation*. We would like to thank Jack Jones and Craig Keaney of Janeeva customer **JPMorgan Chase** for the invitation to be part of this worthwhile (and fun) event. Pictured at right are Sunil Gupta and Rick Kosmalski, both of JPMC, and Steve Rogers of People Support – thanks for carrying the Janeeva banner!



## Janeeva Online



**Jim Diggs**, Janeeva's VP of Strategy & Business Development, continues to represent Janeeva as chairman of the *International Association of Outsourcing Professionals (IAOP) Tools Chapter*. Jim hosted a September 18 session entitled "Building Healthy Relationships Through the Use of Tools," where he moderated a discussion by industry experts Alan Mills (VP, e4e) and Ralph Barletta (VP/Co-Founder, Knoah). Jim also was a featured speaker at the IAOP Chicago Chapter's quarterly meeting, where he presented a session entitled "Describing the Landscape for Outsourcing Tools."

## Janeeva Webinar Series

September 26 was the launch of our **2007 Outsourcing Relationship Management Webinar Series**. The first webinar focused on managing multiple outsourced contact center operations. The inaugural session was well-attended, with Jim Diggs and Dr. Dennis Adsit (VP, KomBea) discussing process improvements and technologies for optimizing call center operations. Dennis is a noted contact center expert and he raised some eyebrows with his viewpoint that "today's accepted outsourced contact center practices do not come close to matching the 'world class' standard demanded in other areas, such as manufacturing."



*The webinar archive and ORM Webinar Series schedule are available on the Janeeva website.*

## Janeeva People

Janeeva continues to expand our development, implementation and support team, recently adding four new "Janeevans" to the technical staff. **Michael Bergens** and **Chris Mollo** have joined as senior development engineers working on core development and implementation. **Matt Blasch** leads implementation, and **Chris Weber** is a testing and QA engineer. At right: Michael Bergens, Raj Rajen, Matt Blasch, Chris Weber and Chris Mollo.



Their hard work is already yielding some significant sweet benefits. The technical staff recently received a box of chocolates via FedEx from a customer in recognition of great support provided by Janeeva!

Note that we're currently seeking Senior Developers and a Senior Account Manager to join us here at Janeeva. But don't worry, the Janeeva interview process doesn't require you to explain your theories on why manhole covers are round.

**Best wishes from the Janeeva Team!**