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Vendor Management Organizations are gaining increased visibility

The June 6 Outsourcing Relationship Management Forum (ORM Forum), held in collaboration with the University of Michigan brought together customers, vendors and thought leaders to openly discuss the challenges of creating and maintaining a successful outsourcing relationship. This unique mix presented and collaborated on topics such as enabling operational governance, establishing strong communications, measuring vendor and customer performance, usage of standards and managing in a multi-vendor environment.



Attendees discuss ORM strategies



Vinay Gupta prepares remarks

Speakers included Danny Ertel of Vantage Partners, Bill Hefley from Carnegie Mellon, Anurag Jain from Perot VisionHealth, Gerry Leitao from Compuware, Cliff Moore from COPC and Bob Kennedy from the University of Michigan William Davidson Institute. Panelists and participants included representatives from various Fortune 500 companies and leading outsourcing vendors.

The participants agreed that VMO's have become a highly visible part of their company as they continue to take a major role in the overall success of their company's business goals. They have moved beyond managing the vendors to managing a critical component of the company's operations. VM organizations are growing, and seeking more tools, standards, skills and guidance for their roles and responsibilities.

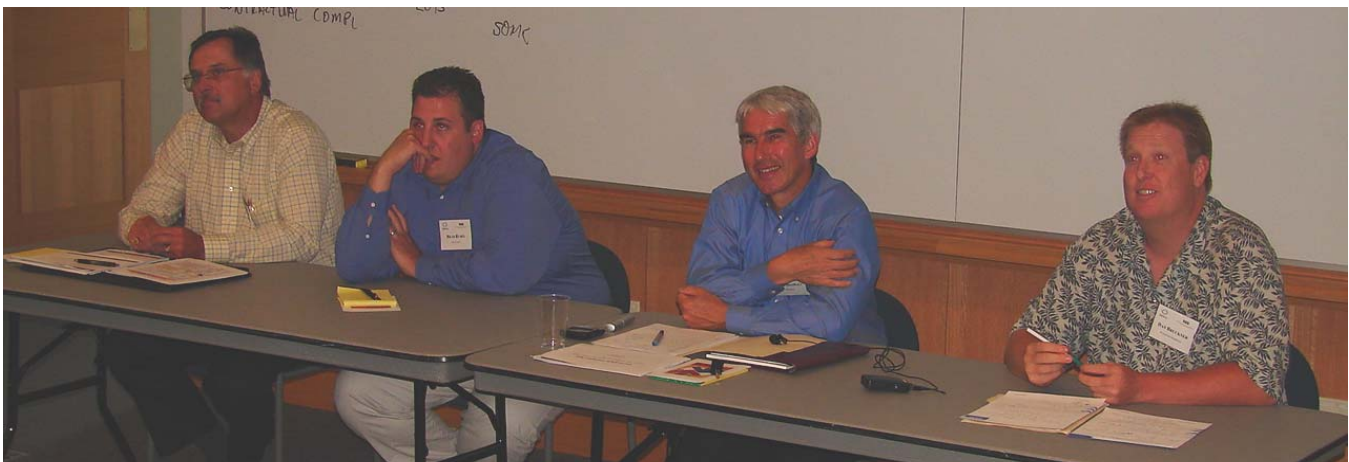


Presenters Michael Khoury, Bill Hefley, Gerry Leitao, Cliff Moore, Anurag Jain, and Robert Kennedy

Customers and Vendors agree that transparency into outsourcing operations is a major component of a successful relationship

The ORM Forum Requirements Panel consisted of representatives from outsourcing customers Thomson Corporation, TransUnion, and Stanford Hospitals, with ACS giving a vendor perspective. They discussed the key components of an ORM system to manage relationships. The audience responded with questions and feedback in a lively and interactive session as they outlined and prioritized the following major areas as critical to their roles:

- Managing regulatory and contractual compliance
- Strong and consistent training and certification
- Analyzing and forecasting performance
- Objective measurement of vendor performance
- Planning and managing SLA's and key metrics for performance based pricing



Panelists Dennis Hicks, ACS, Brad Rubin, TransUnion, David Bradley, Thomson Corporation and Dan Bruckner, Stanford Hospital Systems

Days End

A community of participants representing every side of outsourcing is created at the Forum. Attendees enjoy discussing events of the day at the wrap-up dinner party.

