



TrueCredit Selects Janeeva Assurance™ for Outsourcing Relationship Management

Janeeva Assurance™ simplifies management of outsourced operations

ANN ARBOR, MICHIGAN July 26, 2006 – Janeeva, Inc., the industry leader in ORM (Outsourcing Relationship Management) software, today announced that TrueCredit, a division of TransUnion and a provider of credit management services, has implemented Janeeva Assurance™ software to manage multiple outsourced vendor relationships.

True Credit is experiencing rapid growth, and customer care via their call centers is critical to their success. With multiple offshore call center locations comes increased complexity that Janeeva helps manage. The Janeeva Assurance™ tool allows TrueCredit to skip the tedious process of collecting and collating data from vendors, and gives them accurate, validated information on a regular basis so they can manage and plan accordingly. With a click of a button, Janeeva Assurance™ allows TrueCredit's vendor managers to know how call center operations are performing against business goals.

Companies managing multiple suppliers and new processes face challenges as their operations grow increasingly complex. As companies continue to increase outsourcing activities, a gap is created in organizational structures, management methods, and software tools. Janeeva Assurance™ fills the gap by giving companies an automated ability to monitor and manage these outsourcing relationships, leading to more productive SLAs, better alignment of business objectives, and streamlined communication.

"Janeeva's low start-up costs and quick-to-market implementation made our solution very appealing," said Vinay Gupta, Janeeva's CEO. "Janeeva is uniquely positioned to help companies like TrueCredit meet their vendor governance needs. We look forward to helping them manage their growth as they leverage our software."

About Janeeva

Janeeva offers Outsourcing Relationship Management software focused on BPO and the customer/provider relationship. Sold in a subscription-based "Software as a Service" model, Janeeva Assurance™ enables executives and managers of outsourced call center, application development, and back office operations to track SLA's, KPI's, and other key metrics across single or multiple outsourcing vendors. Industry specific templates and non-intrusive data adapters facilitate implementation in weeks, helping companies meet business goals, improve quality, and reduce costs.

Janeeva is headquartered in Ann Arbor, Michigan. For more information, contact Janeeva, Inc. at 1-888-297-1678 or info@janeeva.com.