

**Whether a critical business process is outsourced or internally operated, it needs to be monitored and managed, efficiently and according to industry best practices. That's where Oblicore comes in.**

## Management Team

- Michael Carabetta, CEO
- David O'Connor, CFO
- Bill Jones, Vice President, Americas Sales
- Jim Cavallo, Vice President, Professional Services
- Julie de La Tour d'Artaise, Vice President, Marketing
- Noga Perry, Vice President, Engineering
- Mark Verstockt, Vice President, International Sales
- Christian Klacko, Vice President, Business Development

## The Need

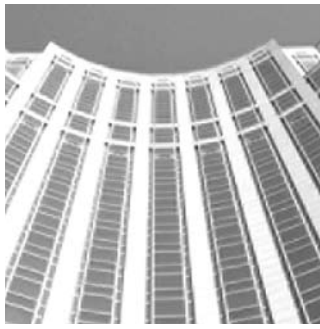
Businesses around the globe are taking a more strategic approach to service level management. For many of these organizations, managing and reporting on service obligations is an overwhelming challenge.

Despite heavy investment in networks and systems, most companies lack visibility into the relationship between contracted service obligations and ongoing business performance. Locked into an IT-centric view of service levels, they're unaware services have failed to meet performance goals until days or weeks after the fact.

In addition, companies have primarily used manual approaches to govern the service level management process. Organizations compose contracts and service level objectives from scratch, collect performance data from a wide range of applications and infrastructure resources, assemble it in spreadsheets or other custom built systems and aggregate this information on a periodic basis to report to internal or external customers. The net result is that the entire Service Level Management process is labor intensive, time consuming process and highly prone to human error.

Services providers and global 1200 enterprises are turning to Oblicore to solve this issue. Oblicore is helping these organizations:

- Align IT operations to business objectives
- Prove the value of their services
- Streamline/automate the approach to managing service levels to cut down on the time, money and resources allocated to this process
- Provide real-time visibility and data into performance to identify and resolve problems
- Manage the complexity of incorporating the mix of insourced and outsourced relationships into their organization
- Accelerate the adoption of ITIL, best practices and corporate governance frameworks
- Reduce the risk of litigation
- Improve customer retention and satisfaction in order to increase contract renewals



"Oblicore's unique approach is both interesting and promising. Its sweet spot is mapping the complex web of outsourced and in-sourced services that together comprise business services—a reality in many \$1 billion-plus companies today."  
—Thomas Mendel, Analyst, Forrester

## Oblicore Industry Expertise

- IT Outsourcing (ITO)
- Business Process Outsourcing (BPO)
- Telecommunications
- Financial Services
- Manufacturing
- Healthcare
- Government
- Energy/Utilities

## Our Solution

Oblicore is the leading provider of Service Level Management software. Our flagship product, **Oblicore Guarantee**,™ automates, activates and accelerates the monitoring, reporting and management of all business technology service level agreements and service delivery for enterprises and service providers. An enabler of business service management (BSM), **Oblicore Guarantee** allows organizations to understand the cost implications of service level agreements—in real time—for penalties, rewards and new opportunities. For the first time, enterprises and service providers have complete visibility and can proactively manage delivery against service obligations across the business and technology infrastructure from one solution. As a result, your organization will:

- Reduce cost and increase productivity surrounding Service Level Management
- Improve customer acquisition, customer satisfaction, and customer retention
- Improve corporate governance and reduce business risk

## Customers

Oblicore's software solutions are leveraged by both service providers and global 1200 enterprises, such as ABN Amro, BT, Cable & Wireless, E.ON, France Telecom, Lufthansa Systems, Siemens Medical Solutions and T-Systems, to align their organizational performance with their business objectives.

## Investors

Oblicore is privately-held and backed by global investors, including JVP, Favonius Ventures and Concord Ventures. Oblicore has raised \$20M in funding to date.

## Founded

Oblicore was founded in 2000.

## Global presence

Oblicore has worldwide headquarters in Cambridge, Massachusetts, with offices throughout North America, Europe and Asia Pacific.

## About Oblicore

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