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• **JDA Software Group, Inc.**
• **NEWS RELEASE**
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JDA Software Offers a New View on Managed Services

Optimize the Value of IT Investments in Today's Challenging Economic Environment

Scottsdale, Ariz. – June 11, 2009 – Managed Services as it is known today has reached a tipping point. As companies face increasing global competition, complex supply chains, rising transportation costs and a volatile economy, Managed Services has evolved beyond day-to-day management and maintenance of software to become a cost-effective alternative to optimize performance of IT investments, achieve a lower total cost of ownership, boost competitive positioning and help companies focus on what they know best: their core business.

“In today’s economic climate, companies are asking for services that allow them to focus on improvement and optimization instead of high-cost operations,” said **Joe King, group vice president, managed services, JDA Software**. “Next-generation Managed Services are capable of providing end-to-end solutions and services that customers need now.”

Below, JDA Software outlines the key differentiators of its next-generation Managed Services offering:

Reduced Risks & Costs

Every time a change is made in an organization – whether it’s procedural, educational, technical or operational – there are some inherent risks. Understanding and managing those risks can mean the difference between optimizing or jeopardizing millions of dollars worth of inventory and personnel expense. The functional and technical expertise delivered by JDA’s next-generation Managed Services can go far beyond running applications to help identify strategies that can reduce and eliminate such risks. For example, JDA’s Managed Services can provide a customer with market trends and data analysis on specific items to help make a more informed decision regarding inventory investment, product pricing or fulfillment model (online versus in-store). This proactive strategy addresses potential risks – such as excess safety stock which can tie up working capital – and will enable JDA’s Managed Services customers to streamline processes, reduce risk and optimize inventory with minimal capital investment by expediting business results from software investments that are already in place. For example, shelf and store plans are just one area where JDA’s next-

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generation Managed Services can help unlock hidden potential. With the ability to examine how products sell, businesses can develop an optimized assortment plan to reduce inventory, enhance operational efficiencies and maximize revenues.

Lower Capital Outlay

Managed Services address the high costs associated with software upgrades and maintenance, as well as specialized staff – leading to an overall lower total cost of ownership for IT investments. Network and infrastructure upgrades for new software versions can be costly. By using a hosted Managed Services model, JDA customers can avoid committing constrained capital budgets each time a new software version is released. Additionally, organizations can leverage scarce personnel resources in more strategic areas while outsourced personnel focus on more routine, technical issues. JDA's Managed Services also enables organizations to invest in new IT solutions without the burden of hiring additional personnel to run the systems.

Choosing a Managed Services Provider

As Managed Services continues to grow in importance, so too does the number of third-party service providers claiming to have expertise. Organizations should be discriminating when selecting a Managed Services provider, taking into account such factors as the provider's intimate knowledge and understanding of the software as well as availability of industry experts and dedicated resources. Also important is the provider's investment in back-end infrastructure to support its growing offering and ensure world-class delivery to increase the software's availability and improve its performance. Finally, top-tier Managed Services and software providers will ensure the highest level of security and will rapidly address any problems.

More and more organizations are turning to their independent software vendor (ISV) for Managed Services. In addition to an intimate knowledge of the software, ISVs also deliver deep domain expertise developed through a thorough understanding of specific solutions and experience working with companies across multiple industries. They also have a unique advantage because of their ability to leverage industry best practices.

With the potential for decreased total cost of ownership, reduced risks and accelerated business results, it's clear that Managed Services will only continue to grow in demand. For more information on how JDA Software's Managed Services offering helps customer unlock value from their software investment, tune into the five-part Thought Leadership Webinar series available at www.jda.com. Webinar topics include:

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- Management for the New Era
- Achieve Scalability and Expandability in a Managed Environment Through Systems Management and Hosting Services
- Optimization Today (upcoming)
- Help Desk Extension and Transition (upcoming)
- Advanced Customer Support (upcoming)

About JDA Software Group, Inc.

[JDA® Software Group, Inc.](#) (NASDAQ: JDAS) is the world's leading supply chain solutions provider, helping companies optimize operations and improve profitability. JDA drives business efficiency for its global customer base of more than 5,800 retailers, manufacturers, wholesaler-distributors and services industries companies through deep domain expertise and innovative solutions. JDA's combination of unmatched services, together with its integrated yet modular solutions for merchandising, supply chain planning and execution and revenue management, leverage the strong heritage and knowledge capital of market leaders including Manugistics, E3, Intactix and Arthur. When supply chain results matter, companies turn to JDA. For more information about JDA, visit www.jda.com or contact us at info@jda.com or call +1.800.479.7382 / +1.480.308.3000.

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