



## Jaeva Management appoints Jo-Anne Wild as Client Services Director

**Consultancy to the legal profession, Jaeva Management, has promoted Lead Consultant Jo-Anne as Client Services Director in order to align its continued growth strategy focus with a new concerted effort towards consistent high-quality service delivery.**

Jo-Anne Wild has a wealth of experience gathered from her previous roles including most recently ThinkWild, DWF and Cobbetts LLP. Jo-Anne's role will see her lead Jaeva's large-scale projects – typically case and practice management software implementations, and business process reviews – ensuring each stage is achieved according to expected standards and that pre-defined milestones are met throughout.

Jo-Anne's client-centric commitments will primarily demand on-site working with occasional visits to Jaeva's West Cumbria-based head office for pre-, interim- and post-project debriefings.

With an extensive 19-year legal industry career history, Jo-Anne is ideally suited for her new post and excited about the challenges it'll undoubtedly present.

*"My primary responsibility at Jaeva is managing relationships with existing and future clients," explains Jo-Anne. "Adopting a true partnership approach and client service culture will pave the way for long-lasting relationships. A loyal client base is the cornerstone of every successful business. I bring with me a deep understanding of how law firms operate but each project and its demands are unique. This diversity – both in terms of workload and challenges – is what makes my job so interesting."*



**Jo-Anne Wild**  
**Client Services Director**

As a forward-thinking company, Jaeva wants to maintain its rapid growth trajectory, so Jo-Anne will work closely alongside Managing Director, Nicola Moore-Miller, who'll now concentrate on managing the business and formulating strategy.

Discussing Jo-Anne's appointment, Nicola comments: *"Our whole company ethos is about highest-standard service delivery and strong relationships. The only way to achieve that with our ever-growing portfolio of clients and myriad projects is by enlisting top-quality professionals who adopt the same approach. Jo-Anne epitomises all of our values and, with her direction, we plan to take client services to the next level. Also, it'll free up my time to manage the strategic elements of our business. Having Jo-Anne on board will allow us to provide excellent services while never losing sight of our next potential growth opportunity."*

*"Having worked with Jo-Anne's for many years, I knew she was everything I was looking for in a fellow director. She's motivating, enthusiastic, driven and confident. We go back a long way and I'm delighted to rekindle our professional relationship."*