



**Neocase**  
SOFTWARE

Press Release - For Immediate Release

## **Neocase Receives Customer Inter@ction Solutions® Magazine's 2006 Product of the Year Award**

San Francisco, California—January 10, 2007— Neocase Software, a world leader in customer service solutions, announced today that Neocase has received a 2006 Product of the Year Award from Technology Marketing Corporation's (TMC®) Customer Inter@ction Solutions® magazine ([www.cismag.com](http://www.cismag.com)). Customer Inter@ction Solutions has been the leading publication covering CRM, call centers and teleservices since 1982.

"This recognition is a testament to Neocase's value in arming companies of varying sizes with a definitive competitive advantage in quickly improving their customer service operations," said Philippe Gaillard, president and CEO of Neocase. "In offering flexible delivery options for implementation, we've created truly innovative customer support solutions that aid agents and their organizations in resolving customer inquiries quickly and efficiently. We expect even greater success in 2007 as we leverage the domain expertise and industry experience of our global team to increase awareness and adoption of our offerings worldwide."

Neocase specializes in maximizing the productivity and quality of customer service operations through collaboration, knowledge management, self-service, partner centers and advanced workflow management combined with strict adherence to service level agreements (SLAs). Designed for quick implementation, ease-of-use, and optimized to work seamlessly alongside Microsoft Dynamics CRM 3.0 sales and marketing suite, Neocase can be deployed either on-demand or on-premise. This customization allows partners and customers to focus on the business objectives at hand and fulfill their customers' needs in an efficient, timely manner.

"Customer Inter@ction Solutions is proud to bestow Neocase Software with a 2006 Product of the Year Award. Each year, Customer Inter@ction Solutions magazine recognizes companies that have demonstrated excellence in technological advancement and application refinements," said Nadji Tehrani, executive group publisher and editor-in-chief of Customer Inter@ction Solutions. "Neocase has proven they are committed to quality and excellence in solutions that benefit the customer experience as well as ROI for the companies that use them. I am pleased to honor their hard work and accomplishments and look forward to more innovative solutions from them in the future."

The Product of the Year Award winners for 2006 are featured in the January and February 2006 issues of Customer Inter@ction Solutions magazine.

For more information about the 2006 Product of the Year Awards or any of the TMC media properties, please visit [www.tmcnet.com](http://www.tmcnet.com).

### **About Neocase Software**

Neocase Software is a leading provider of customer service solutions for shared service centers and customer support operations. It empowers large global corporations to manage and optimize their shared service and support operations performance and processes through its uniquely adaptive and award-winning customer service technology platform. Neocase Software solutions include Neocase HR for Human Capital Resource Management, Neocase CS for Customer Service, Neocase CRM for Customer Relationship Management and Neocase FR for Financial Resolution. All solutions can be deployed on-premise or in a SaaS model. With more



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than 200 clients worldwide, representative customers include: Air France, Renault-Nissan, L'Oreal, Brinks, CORPTAX, Callidus Software, and IDS. Neocase's award-winning solutions bring efficiency and profitability to SSCs and customer service departments through web self-service, intelligent knowledge management, service level agreement (SLA) management, employee/partner case collaboration, executive dashboards, and automated workflows. For more information, please contact:

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