



Press Release - For Immediate Release

Neocase Software Selected as Finalist for 2007 SIIA CODiE Awards

San Francisco, California—January 11, 2007— Neocase Software, a world leader in customer service solutions, announced today that Neocase has been named a 2007 CODiE Award finalist in the customer relationship management solution category.

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.

"Neocase brings innovative products to the CRM market, and we are honored that the SIIA has recognized the value of Neocase," said Philippe Gaillard, president and CEO of Neocase. "As we continue to sign new Neocase customers and drive our U.S. and global expansion efforts, being named a CODiE Award finalist is a great addition to our 2007 momentum."

Established in 1986, the CODiE Awards celebrate outstanding achievement and vision in the software, digital information and education technology industries. This year's finalists were chosen from more than 1,200 nominations submitted by more than 600 companies—breaking the record set in the 2006 awards.

"The 2007 CODiE Finalists represent real winners, even at this stage of the contest," said Ken Wasch, SIIA president. "Competition is fiercer than ever and that makes selection as a CODiE Finalist a major achievement. All of the companies on this year's list should feel justifiably proud of their recognition."

A list of all CODiE Award finalists can be found online at:
<http://www.siaa.net/codies/2007/finalists.asp>

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 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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S O F T W A R E

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