

Neocase Software empowers CORPTAX Inc. to deliver superior customer service

Professional tax software vendor implements Neocase CS as its key customer service platform

San Francisco, California, April 8, 2009 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that it successfully completed the implementation of its customer service solution, Neocase CS, at CORPTAX, empowering the company to deliver a higher level of customer service to its customers. CORPTAX has been the pioneer of corporate tax software and services for over 30 years, specializing in next-generation technology that serves the growing needs of tax professionals nationwide.

"CORPTAX was seeking a solution that would help the company to consolidate its disparate legacy CRM, customer service and issue tracking applications into one centralized solution," stated Lloyd Howlett, VP of Support & Customer Operations. They also needed a solution that would make their customer service agents more productive and effective in managing customer inquiries. In addition to that, CORPTAX established an objective of migrating 50% of all customer inquiries to a robust, customizable self-service portal. CORPTAX's executive team also asked for greater visibility into the customer service operations through extensive reporting and customized dashboards for agents, managers, and executives. Neocase's solution exceeded in each of these criteria and significantly improved the effectiveness and productivity of CORPTAX's customer support operations. With Neocase, the company has been able to increase overall customer satisfaction with the level of service delivered.

"After implementing Neocase's solution, we realized a substantial increase in the productivity of our customer service staff as well as accomplishing our self-service objectives in a very short time," stated Howlett. "Neocase provided us with a solution that enables delivery of superior customer service above our competition. Basically, Neocase will empower us to move to the next level of customer satisfaction and retention."

Neocase enables shared service organizations and customer service operations at large corporations to offer a higher quality of service across all touch points through an integrated solution consisting of the case management application, a self-service portal, a partner portal, and an intelligent knowledge base. It empowers corporations to offer customized services to its clients through the deployment of advanced service level management features, collaborative case management, and intelligent case routing. Additionally, top management can make proactive business decisions due to highly customizable dashboards and reports.

"Our success story with CORPTAX Inc. proves that we can bring tremendous value to any customer service operations with our integrated, robust customer service solutions replacing inflexible legacy systems that are costly to maintain," said Julien Dahan, Chief Executive Officer of Neocase Software. "Neocase is dedicated to empowering organizations to deliver the highest possible customer service experience to end-customers while at the same time reducing costs and increasing staff productivity."

To learn more about Neocase's customer service solutions, please visit our website at: www.neocasesoftware.com.

About Neocase Software

Neocase Software empowers large, global corporations to manage and optimize their Shared Service and Call Center performance and processes through next generation service functionality. Driven by Neocase's uniquely adaptive technology platform, Neocase solutions improve process efficiency, reduce operating costs, and enhance the quality of service delivered to internal and external customers. Neocase Software

solutions include Neocase HR for Human Capital Resource Management, Neocase CS for Customer Service 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, Callidus Software, Fox Systems, and International Decision Systems. 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.

About CORPTAX, Inc.

CORPTAX, Inc. has been the leading provider of corporate tax software and services for over 30 years. Now CORPTAX leads the way with new products, a new level of application integration, a new look and feel and the most complete approach to business process automation for today's tax department.

Headquartered in Deerfield, Illinois, CORPTAX has additional regional offices in Dallas and Woodland Hills, California.

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