

CUNA Mutual Group selects Neocase HR for HR Shared Services Contact Center

Financial group chooses Neocase for BPM, SLA management, and business intelligence capabilities

San Francisco, California - June 10, 2009 - Neocase Software, a leading provider of customer service solutions for shared service contact centers and customer support operations, announced today that it successfully completed the implementation of its HR Shared Services solution, Neocase HR, at CUNA Mutual Group. CUNA Mutual Group is a leading provider of financial services to cooperatives, credit unions, their members, and valued customers, worldwide.

"After working with an antiquated legacy system that wasn't able to provide us with extensive business intelligence, knowledge management or advanced SLA management functionality in our HR Shared Service Center, CUNA Mutual decided to evaluate several vendors that could deliver and deploy a solution in a short period of time to manage the requests of over 4,500 employees," states Diana Gettinger, Manager of HR/IT for CUNA Mutual. The company also needed a solution that could consolidate various applications in its HR Shared Services Center into a single solution, as well as provide transparency across a team of 65 HR agents. Additionally, CUNA Mutual was looking for a solution that could easily be modified and configured by its HR/IT personnel, without having to involve outside consultants. Neocase HR delivered on all CUNA Mutual requirements in reporting, SLA management, business process management, data consolidation, and ease-of-use. The solution was also able to meet CUNA Mutual's strict security standards and challenging implementation timeline.

"It was critical for CUNA Mutual to find a solution that could be implemented in a short timeframe, and be easily configured to match the unique business processes in our HR Shared Services contact center", says Gettinger. The company implemented Neocase HR, the premier case management solution for HR Shared Services contact centers, together with Neocase's knowledge management solution, Neocase Knowledge Base. Two separate groups access Neocase HR within the organization's HR contact center: the Service Delivery team and Employee Resource Center, both are supported by different workflows and service level agreements (SLAs).

"Shortly after we deployed the solution on-premise, we saw significant improvements in: staff productivity, process transparency in our contact center operations, and the ability to provide top management with extensive KPI reporting," adds Gettinger. For its next phase, CUNA Mutual will deploy Neocase's web self service module to empower its employees with 24/7 secure, easy and convenient access to their personal information and inquiry history as well as the Neocase Knowledge Base. Additionally, CUNA Mutual is planning on deploying Neocase Shared Service Contact Center solutions across multiple departments to consolidate all case management and business process management applications into a single platform.

"The CUNA Mutual implementation is an important client win for Neocase Software as it demonstrates the continued success of our leading HR solution in the US market, as well as our ability to deliver cross-enterprise solutions with the lowest cost-to-benefit ratio," states Julien Dahan, Chief Executive Officer of Neocase Software. "Meeting CUNA Mutual's specific functionality requirements, business process management and advanced business intelligence needs as well as high security standards is an excellent example of how Neocase Software is leading the way with Neocase HR for HR Shared Services contact center technology."

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 IDSI. 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 CUNA Mutual Group

CUNA Mutual Group is a leading provider of financial services to credit unions, their members and valued customers worldwide. With more than 70 years of market commitment, CUNA Mutual's vision is unwavering: to be a trusted business partner who delivers service excellence and customer-focused, best-in-class products and market-driven innovation.

For more information, please contact:

Joerg Koehler | Director of Marketing

Neocase Software, Inc.

Tel.: 415.978.5159 | Email: press@neocasesoftware.com