

Press Release - For Immediate Release

Neocase Software empowers Callidus Software to deliver the next level of customer service

High-tech software provider selects Neocase as their unique customer service platform

San Francisco, California, September 18, 2008 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that its customer service solution was selected and implemented by Callidus Software to consolidate and centralize their customer service applications into one integrated, robust platform. Callidus Software is the leading provider of on-premise and on-demand Sales Performance Management (SPM) solutions to global companies across a broad range of industries.

With Callidus' business growth, the company was in need of a more flexible solution that could integrate its various customer service applications - CRM, case management, and bug tracking system - into one scalable platform to support the company's growth. Callidus also sought to lower total cost of ownership while needing a more sophisticated self-service portal to empower the customer service operations to channel more customer inquiries to the portal. This process allows customer agents to focus on more complex inquiries, thereby increasing overall productivity throughout the enterprise and satisfaction among customers. With customer service agents located on different continents, the company required a solution to be flexible enough to work seamlessly throughout the dispersed business units. Neocase's integrated customer service platform was able to meet each of these business demands, while offering added-value, next-generation customer service functionality to Callidus.

"Neocase has and will help realize significant cost savings in our customer service operations while increasing satisfaction among our customers. The Neocase solution will add tremendous value to our organization," states Ron Fior, Senior Vice President, Finance and Operations & Chief Financial Officer at Callidus. Michael L. Graves, Senior Vice President, Engineering and Chief Technology Officer of Callidus Software, adds: "Neocase was the right solution to consolidate all of our customer service applications within one single platform. The flexibility of the solution has made it very easy for us to integrate our various systems including our CTI system, therefore making our customer service staff more productive and effective."

With the implementation of Neocase CS, Neocase Software has delivered a highly integrated customer service platform consisting of the case management application, self-service portal and knowledge base. The solution is also integrated

with Callidus' CTI system and therefore further enhances the productivity of its customer service operations. Callidus was able to use all of its existing knowledge base articles in the robust Neocase Knowledge Base for easy agent access and increased productivity. Neocase's reporting functionality also provides Callidus management with more advanced analysis and data on SLA achievement, time to resolution and activity in three-tiered support levels.

"Our team at Neocase is extremely proud of the implementation at Callidus Software. It shows the complexity of customer support operations that our platform and solutions can work in as well as the flexibility and ease in which such a complex workflow and infrastructure can be deployed on-premise," stated Julien Dahan, COO & President of Neocase Software. "Neocase strives to empower customer service operations to deliver a superior customer experience through an integrated solution of case management, self-service and knowledge management. The partnership between Callidus and Neocase has accomplished that."

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, CORPTAX, Callidus Software, Fox Systems, IDS, and Verizon Wireless. Neocase 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.

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