

Press Release - For Immediate Release

IDS resolves complex customer inquiries with ease using Neocase CS On-Demand

The leading provider of lease and loan portfolio management software selects Neocase Software as their customer service platform

San Francisco, California, October 22, 2008 - 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 International Decision Systems to improve the productivity of its customer service operations as well as increase customer satisfaction and retention. IDS (International Decision Systems) is the leading provider of asset finance origination and portfolio management software.

IDS enjoys strong demand for its finance software, and in order to sustain this promising business growth, the company had to become more independent of its inflexible legacy system used in their customer support operations department. In addition, IDS was looking for a solution that could significantly increase support staff productivity through an easy-to-use and integrated solution consisting of an advanced case management application, customizable self-service portal and sophisticated knowledge base. After evaluating a number of solutions, Neocase exceeded IDS's expectations in all solution requirements criteria and was, by far, the only vendor who truly understood the IDS philosophy of customer relationship building.

"We value the long-term relationships that our support team develops with our clients," states Doug Schick, Director of Global Support at IDS. "The Neocase solution enables our support representatives to deliver on the most complex of issues as well as the simple ones with equal customer satisfaction and thereby significantly increases our customer retention." Schick adds, "IDS needed a solution that could quickly replace our legacy system while at the same time provide the flexibility and scalability to grow with our global business. Neocase CS offered by far the best price-to-value ratio as well the industry's superior case management, knowledge base and self-service solutions for us to operate productively around the world."

Implemented in a Software-as-a-Service model, Neocase was able to replace IDS's legacy system in a short period and to deliver a seamless migration to the new platform. At the same time, Neocase provided the company with a superior self-service portal for its customers, and a sophisticated case management system for its customer support team. Additionally, the new customer support system had to be readily available to empower IDS's support teams in the UK, Australia, Singapore, and India. IDS chose Neocase CS for its ability to develop "high-touch" interaction with IDS clientele, instead of run-of-the-mill support solutions that focus on handling call volumes, and not building client relationships.

"Being chosen out of a large number of solutions, and having this extremely successful implementation with IDS gives us the confidence to say that Neocase CS is the leading customer service solution in the market today," states Julien Dahan, President & COO of Neocase Software. "Our superior functionality, flexibility and ease of use are important benefits for customer support operations to offer the next level of service to their customers. Ultimately, an overall increase in customer satisfaction, retention and improved productivity of customer support agents is achieved."

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

www.neocasesoftware.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 than 200 clients worldwide, representative customers include: Air France, Renault-Nissan, L'Oreal, Brinks, 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.

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