



Press Release - For Immediate Release

**Neocase Software hosts live webinar on case management & self-service for employee inquiries**

*Neocase will present its innovative solution, Neocase HR, in a complimentary one-hour webinar highlighting best practices in case management.*

**San Francisco, CA - September 12, 2008** - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that it has teamed with IHRIM, the world's leading clearinghouse for human resource information management, to deliver a high-impact, one-hour webinar describing ways to increase HR staff productivity and efficiency through case management best practices.

Neocase HR is the premier case management solution to manage and optimize HR processes within a Shared Service Center & HR Call Centers. The solution has empowered companies such as Air France-KLM and Renault-Nissan to gain significant productivity improvements and costs savings in their HR operations. The solution brings efficiency and productivity to HR Shared Service Centers through: collaborative case management, automated workflows, web self-service, intelligent knowledge base, Service level agreements (SLAs), and executive dashboards.

Neocase Software will host its complimentary webinar on Thursday, October 16 at 10am Pacific, entitled "Increase HR staff productivity and employee satisfaction with an HR case management solution: An Air France Case Study." The content will span the following topics: the challenges Air France-KLM faced within its HR infrastructure and HR SSC, the solution and processes Air France-KLM implemented to overcome these challenges and the results achieved with Neocase HR.

Attendees of the webinar will receive a free whitepaper on case management and self-service in Human Resource operations. The whitepaper highlights best practices as well as results of case management in HR.

To learn more about this webinar and Neocase's solution for HR SSCs, please visit Neocase's website: [www.neocase.com/ihrim](http://www.neocase.com/ihrim)



**Neocase**  
S O F T W A R E

## 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.

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