

Neocase Software client, International Decision Systems, Inc., honored at IQPC's 10th Annual Call Center Week for "Best Use of Leveraging Technology for Efficiency and Automation"

IDSI selected as first runner-up based on its implementation of the Neocase Customer Service solution

San Francisco, CA - July 6, 2009 - International Decision Systems, Inc., a global market leader in software and solutions for equipment finance, was named first runner-up for the 2009 IQPC Call Center Excellence Award in the category of "Best Use of Leveraging Technology for Efficiency and Automation." The award is based on the IDSI implementation of the Neocase Customer Service solution.

Winners of the prestigious Call Center Excellence Awards were honored on June 16th during the annual awards ceremony in conjunction with IQPC's 10th Annual Call Center Week in Las Vegas, NV. During the ceremony, distinguished leaders in call centers and customer service came together to honor companies that have demonstrated excellence in call centers. Over 400 people watched as accolades were given to top performers in each category.

The entry by International Decision Systems was based on their recent implementation of Neocase CS. Implemented in a Software-as-a-Service model, Neocase was able to replace IDSI's legacy system in a short period of time, and to deliver seamless migration to the new platform. The new implementation provided International Decision Systems with a superior self service portal for its customers, and a sophisticated case management system for its customer support team. The award is based on first-year results from a Neocase implementation that began in October 2007 and went live in June of 2008. The impressive first-year achievements include a measured increase in customer satisfaction, a 25% *decrease* in overall case backlog, and over a 10% *increase* in service level achievement.

Neocase CS is a unique customer service and support solution that lowers service costs, improves customer satisfaction, and enhances service levels. With Business Process Management and Business Intelligence functionality, organizations can analyze, create, implement, monitor, and further increase customer satisfaction and business workflows to dramatically boost service efficiency and effectiveness.

Doug Schick, Director of Customer Support at IDSI, states: "International Decision Systems is extremely honored that our implementation of Neocase CS for our global customer support operations has been recognized as first runner-up for this prestigious award." He adds, "As evidenced with this award, our solution has empowered us to significantly increase the efficiency of our global customer support and has helped us to analyze, streamline and automate key business processes with Neocase's business process management and business intelligence functionality."

"Speaking on behalf of the entire Neocase Software team, we are very proud that Doug Schick and his team at International Decision Systems were recognized for their excellence in customer service as First Runner-Up for the IQPC Call Center Excellence Award," states Julien Dahan, President and CEO of Neocase Software. He adds, "IDSI and its Neocase CS implementation, honored for 'Best Use of Leveraging Technology for Efficiency and Automation', continue to reinforce the success our customers have achieved with Neocase solutions. Our solutions,

combining superior case management, business process management, SLA management, and business intelligence functionality, lead the way in providing the most innovative set of features and benefits for shared services contact centers and customer support operations in the market.”

About Neocase Software, Inc.

Neocase Software, Inc. is a leading provider of customer service solutions for shared service centers and customer support operations. Neocase 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 on-demand. With more than 200 clients worldwide, representative customers include: Air France, Renault-Nissan, L’Oréal, Brinks, Callidus Software, International Decision Systems, Inc. and CUNA Mutual Group. For additional information, visit www.neocasesoftware.com.

About International Decision Systems, Inc.

International Decision Systems, Inc. is a leading provider of software and solutions for the equipment finance market. For over 30 years, the company has offered integrated solutions from origination through disposition and asset management, supported by an ongoing research and development effort unrivaled in the market space. Customers include approximately 50% of the largest leasing companies in the United States, and an increasing number of the largest global players. In addition to offering powerful, flexible software, *International Decision Systems* provides the industry experience and expertise to assure successful, complete solutions. Headquartered in Minneapolis, MN, the company also has offices in the United Kingdom, India, Singapore and Australia. For additional information, visit www.idsgroup.com.

About IQPC

International Quality and Productivity Center (www.iqpc.com) provides millions of business executives with tailored practical conferences, keeping them up-to-date with industry trends, technological developments and the regulatory landscape.

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