

NEOCASE SOFTWARE LAUNCHES VERSION 11 OF NEOCASE PLATFORM

New product functionality reinforces Neocase's strategic positioning in the Customer Service & Shared Services software solutions market

San Francisco, CA, December 12th, 2008 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today the release of version 11 of its powerful platform.

Version 11 of the Neocase platform brings significant functionality improvements to Neocase's Customer Service, Human Resources, CRM and Financial Resolution solutions. The platform adds innovative, new features that empower global corporations to increase staff productivity and optimize customer service and HR processes, as well as increase the quality of services delivered to customers and employees.

"The new version 11 of the Neocase platform responds perfectly to these challenges", says Julien Dahan, Chief Executive Officer of Neocase Software. "These advanced technologies and functionalities allow Shared Service Centers and Customer Support operations to achieve key objectives of productivity and quality of service while increasing the satisfaction and retention of customers and employees."

Neocase 11 includes the following key functionality improvements and new features:

➤ **New Business Intelligence (BI) modules**

Included in the new version release are three new BI modules allowing for greater performance metrics that lead to better business decisions:

- Dashboards - new customizable agent and supervisor Web 2.0 dashboards with KPIs and RSS feed to stimulate productivity and adhere to quality of service commitments.
- New, visually enhanced reports and dashboards - Version 11 adds new reports, a Report Builder 2.0 interface, and visually enhanced dashboards taking advantage of Microsoft SQL Server 2008 and Dundas advanced data visualization technology to improve business analytics.

➤ **New Look & Feel of Outlook 2007**

Neocase 11 has a new, sleek user interface designed for greater user adoption and ease of use. The interface, consistent with the features of Outlook 2007, includes a new toolset of intuitive functionality for greater utility and productivity.

➤ **New Workflow Engine**

Neocase 11 incorporates a new workflow engine allowing for improved processing of job-specific services within the Shared Services Center.

➤ **New Integration Pack with 3rd-party applications (ERP, CRM, CTI, etc.)**

A new integration pack is available with version 11. This new pack contains:

- A set of web services and .net framework libraries to integrate Neocase business objects with 3rd-party applications.
- CTI connectors to establish links with telephony platforms available on the market today.

➤ **Integration with MS Dynamics CRM 4.0**

The new version release reinforces Neocase's close partnership with Microsoft with the integrated product, Neocase CRM. Neocase has seamlessly integrated its new version 11 with Microsoft's latest release of CRM, version 4.0, allowing for broadened market exposure within enterprise accounts for both Neocase and Microsoft.

To learn more about Neocase 11, please visit our website at: www.neocasesoftware.com.

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 customer support performance and processes through a 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 either on-premise or on-demand. With more than 200 clients worldwide, representative customers include Air France, Renault-Nissan, L'Oreal, Brinks, Toshiba, Callidus Software, FOX Systems, and International Decision Systems.

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