

Neocase Software releases new version of its unique shared services contact center and customer support solution

New release delivers integrated business intelligence, business process management and proactive SLA management functionality to analyze and streamline key business processes

San Francisco, California, June 17, 2009 – Neocase Software, a leading provider of customer service software for shared service contact centers and customer support operations, announced today that it released a new version of its solution for shared services contact centers and customer support operations. The new release is available immediately.

Neocase HR, Neocase CS, Neocase FR, and Neocase CRM are *the* premier cross-enterprise solutions for shared services contact centers and customer support operations. The new release brings significant enhancements and new features to the entire portfolio that has been helping clients like CUNA Mutual Group, Air France and Toshiba to increase process efficiency, improve service delivery and enhance KPI reporting. In particular, the new functionality will empower corporations to: analyze key processes and identify process inefficiencies through business intelligence, streamline and automate processes through business process management, and deliver a higher quality of service through SLA management.

The release delivers significant feature upgrades in the areas of business intelligence, business process management and SLA/activity management:

- **Cross-enterprise deployment:** The new release of Neocase's solution for shared services contact centers and customer support operations will enable corporations to deploy one single platform across various departments (Human Resources, Customer Service, IT, Finance, etc.) and be able to run key business processes on it. Significant cost savings can be achieved by consolidating applications into this one solution, and accelerating ROI by being able to deploy more quickly across the enterprise.
- **Business Intelligence:** Enhanced Business Intelligence functionality will provide managers and executives with extensive analytical data on key metrics extending beyond general case reporting, providing faster analysis, multi-dimensional reporting and greater transparency to identify and remove process inefficiencies and lower service costs. The new version of the Neocase platform offers: a vast array of new standard reports in the report library, extensive reporting on knowledge base usage and OLAP cube support.
- **Business Process Management:** The new Business Process Management functionality will help corporations to automate complex business processes such as logistics or finance processes for greater efficiency and productivity, as well as for faster resolution of inquiries and cases. The release delivers new functionality such as managing process dependencies and creating custom process fields.
- **Proactive SLA Management:** Improved SLA Management features will empower companies to set up, manage and report on SLAs with ease, ultimately leading to greater quality of service and overall customer satisfaction. Among the new SLA features are milestone management and an events tracker, which allows corporations to proactively monitor multiple SLAs by controlling the various steps within a service process through: alerts, business rules and a warning zone.

- **Activity and Calendar Management:** New Activity and Calendar Management features will help increase the efficiency and transparency of field service operations, and make it easier to schedule and monitor service project timelines. The new release offers a full service calendar, schedules, and advanced search to manage field service requests, field teams, and maintenance requests.

The new Business Intelligence and Business Process Management functionality as well as the advanced SLA Management and Activity Management features are available for every Neocase solution at no additional cost.

“With our latest release, Neocase continues to deliver one of the most unique cross-enterprise solutions for contact centers in the industry. Our new business intelligence and business process management functionality will empower corporations to automate complex business processes as well as enable executives to drive critical business decisions through business intelligence, real-time analytics, dashboards and reports,” states Julien Dahan, CEO, Neocase Software, Inc. Mr. Dahan adds, “We are very confident about the benefits in productivity, efficiency and service delivery that our new release will bring to any organization. Several of our key clients have already tested the new release and are impressed with the new functionality.”

To learn more about the latest release of Neocase’s contact center solutions, please visit Neocase online: 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 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’Oréal, Brinks, CORPTAX, Callidus Software, International Decision Systems, Inc., and CUNA Mutual Group. 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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