

## Press Release - For Immediate Release

### Neocase Software sponsors 12<sup>th</sup> Annual Shared Services Summit in Las Vegas in September

*Neocase will introduce its innovative solution set, Neocase HR and FR for shared services, as well as host a panel on optimizing Shared Service Centers towards multi-services with the right technology*

San Francisco, CA - August 26<sup>th</sup>, 2008 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that it is a featured sponsor of the 12<sup>th</sup> Annual Shared Services Summit in Las Vegas from September 22<sup>nd</sup> through September 25<sup>th</sup>, 2008. As part of its sponsorship, Neocase Software will be the featured host of a panel session on growing your SSO towards multi-functional shared services with the right technology.

"We are very honored to be a featured sponsor of the Shared Services Summit in Las Vegas as well as excited to host a panel on multi-functional shared service organizations and supporting technology at the event." says Julien Dahan, COO and President of Neocase Software, "We believe the Shared Services Summit is an excellent platform to showcase the benefits and values of our solution set for multi-functional shared services to a sophisticated audience of SSC professionals."

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. Neocase FR empowers finance departments of large corporations to resolve financial inquiries faster and more efficient through collaborative case management and knowledge management. Neocase FR tracks all financial inquiries, structures resolution processes by involving all necessary stakeholders in a collaborative workflow, and provides managers with a dashboard of financial indicators.

Neocase Software will also host a panel on the topic: "Growing your SSO toward multi-services with the right technology" on Tuesday, September 23rd at 5pm. The panel will discuss the benefits of growing an SSO towards multi-services and the right technology necessary to achieve greatest ROI. Dan Walsh of Neocase Software will host the panel, together with expert panelists, Kris Rosiak of UBS and Russ Finney of Tokyo Electron.

To learn more about the 12<sup>th</sup> Annual Shared Services Summit and Neocase's solution for HR SSCs, please visit Neocase's website:  
[www.neocase.com/summit](http://www.neocase.com/summit)

#### 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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