

## Neocase Software appoints Julien Dahan Chief Executive Officer

San Francisco, California, December 2, 2008 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that the Neocase Supervisory Board appointed Julien Dahan as Chief Executive Officer (CEO). Julien Dahan will be replacing Philippe Gaillard who founded the company and who will continue to serve as a member of the supervisory board.

Julien Dahan joined Neocase Software in January of 2008 as Chief Operating Officer (COO) and President, to oversee worldwide sales, marketing and service operations. Prior to Neocase, Mr. Dahan held the position of Executive Vice-President of Global Operations at InfoVista, a publicly-held \$50M global service-assurance software company. At InfoVista, Mr. Dahan grew the company's annual revenue from \$1 million to \$50 million during his eight-year tenure. Prior to InfoVista, Mr. Dahan was Co-Founder and COO of Arche Communications, a company acquired by Siemens, whereafter he became EVP of Siemens Corporate Global Accounts, and General ITS Manager of the Siemens Service division.

"Neocase Software has seen tremendous growth over the last nine months since Mr. Dahan joined the company. The Board is strongly convinced that Mr. Dahan's leadership skills and entrepreneurial spirit will, in his role as CEO, help the company to continue its stellar growth throughout the year and beyond.", states Marie-Claude Gleize from CDC Group, a large investor and member of the supervisory board. Alexander Wiedmer from IRIS Capital, investor and board member, adds: "Mr. Dahan brings very strong experience to his new position as CEO of Neocase Software, having grown companies such as InfoVista into profitable corporations and market leaders in their industry. The Board is very excited to work with Mr. Dahan as the new CEO of Neocase."

"I'm excited to take on this role," says Mr. Dahan. "Working together with a great management team here at Neocase, I am committed to achieving our next phase of growth and to become the worldwide leader in customer service solutions for shared service centers and customer support operations. We will accomplish this with perseverance and dedication to product innovation, by delivering valuable and compelling solutions to our customers and by building strong relationships with our customers and partners."

Julien Dahan is based out of Neocase Headquarters in Paris, France.

To learn more about Neocase, please visit the company's website at:  
[www.neocasesoftware.com](http://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, 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, Callidus Software, Fox Systems, 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.

#### About Iris Capital

Iris Capital is a pan-European venture and development capital fund specialising in media, communication and IT. Since its inception in 1986, the Iris Capital team has invested in over 200 companies a total of more than €800 million. Iris Capital targets opportunities in high-growth technology or service companies, across various stages of development. It provides active support to its portfolio companies related to its specialisation and its experience. Based in Paris, the Iris Capital team has invested to date in 18 European countries.

For more information on Iris Capital: [www.iriscapital.com](http://www.iriscapital.com)

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