

## Neocase Software partners with FOX Systems to deliver contact center solutions for the Healthcare Market

*Strategic partnership synergizes FOX's long-standing healthcare expertise and Neocase's innovative contact center solutions*

San Francisco, California - April 28, 2009 - Neocase Software, a leading provider of customer service solutions for shared service contact centers and customer support operations, announced today that it signed a partnership agreement with FOX Systems, a recognized leader in providing high-quality technical and management consulting services to public and private healthcare organizations.

"The systems architecture at healthcare organizations has been slowly migrating from legacy, monolithic-focused architectures to web-based Shared Services and Service Oriented Architecture solution approaches," says Emanuel Mkrichian, Chief Technology Officer of FOX Systems. "Patients, healthcare plans, government healthcare agencies and medical contractors are in need of flexible and scalable contact center solutions to manage an increasing need of a standard Shared Services model; one that provides an integrated view of healthcare cases, inquiries and patient and provider data, while delivering a high quality of customer service to patients and providers." CTO Mkrichian reiterates the fact that, "The healthcare market is in serious need of solutions that can empower patients, providers, health plans and regulators to view and manage integrated records and inquiries through a shared services architecture that promotes self service solutions and supports patients, providers and health plans through the automation of simple and complex integrated health, administrative and financial processes through Business Process Management capabilities within the systems architecture (BPM)."

The new partnership combines FOX's 20+ years of experience in the private and public healthcare markets with Neocase Software's award-winning solutions for shared services contact centers and customer service operations. Most recently, FOX Systems and Neocase Software designed and implemented a call center for the US Government that handles more than 6,000 calls per day from Medicaid, Medicare and other healthcare providers. The significant success of this project is a testimony to the new partnership's ability to deliver innovative, cost-saving customer service solutions to the private and public healthcare market. FOX Systems and Neocase Software will offer solutions for shared services contact centers and customer service as well as consulting services tailored for the private and public healthcare markets to government agencies, medical contractors and for commercial health plans. The offerings will include case management, web self service, knowledge management, performance management, and business process management solutions.

Mark Shishida, CEO of FOX Systems, stated: "FOX Systems, together with Neocase Software, is extremely excited about this partnership and the combined, comprehensive solutions that both companies can deliver to the healthcare market."

He adds, "After evaluating several vendors for a recent call center project, we selected Neocase Software as the solution provider with *the* best, overall cost-to-benefit ratio. The results of the implementation gave us the confidence to enter into partnership with Neocase to work closely together on opportunities within the healthcare market."

"Our partnership with FOX Systems will bring new, innovative and compelling solutions to the healthcare market, combining FOX's excellent experience and reputation, with Neocase's superior customer service technology," says Julien Dahan, CEO of Neocase Software. He states, "Our recent projects with FOX have been great success stories and underscore the fact that we can deliver next-generation case management and business process management solutions to the healthcare market, especially on a cost-to-benefit basis. The high potential that exists in the Healthcare market will strongly help Neocase to realize double digit growth in the next 3 years."

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 services and customer support contact centers. 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'Oréal, Brinks, Callidus Software, FOX Systems, and IDSI. 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 FOX Systems

FOX Systems is one of the nation's premier healthcare IT consultants and is a recognized leader in providing high-quality technical and management consulting services to public and private healthcare organizations in areas such as: business process improvement, strategic systems planning, technology business solutions, procurement and documentation services, and HIPAA services.

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