

## **Neocase Software to exhibit at Technology Services World (TSW) 2009 in Las Vegas**

*Neocase will demo its customer service solution, Neocase CS, at Booth #22*

**San Francisco, CA, October 14, 2009** – Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announces its participation in the Technology Services World (TSW) conference in Las Vegas, Nevada, from October 19<sup>th</sup> through October 21<sup>st</sup>. Neocase will showcase its customer service solutions for global corporations, Neocase CS.

This is a first-time appearance for Neocase as an exhibitor at Technology Services World. The company will highlight its solution, Neocase CS, and will share best practices from its customers CORPTAX, Callidus Software, Toshiba and others. Neocase CS is an award-winning solution for customer service operations that integrates web self service, intelligent knowledge management, proactive service level agreement (SLA) management, employee/partner case collaboration, business intelligence, and business process management functionality. All solutions can be deployed in an on-premise or on-demand (SaaS) model. Neocase CS has delivered on significant benefits and results for customers such as CORPTAX and Callidus Software. Such key benefits are: productivity improvements, substantial operational cost savings, and a higher quality of service delivered.

“The Technology Services World theme this year highlights the importance of customer services in driving customer satisfaction, adoption and product repurchases through higher quality of services delivered. These are important priorities that Neocase Software has helped to achieve for its clients,” states Julien Dahan, Chief Executive Officer of Neocase Software, Inc. He adds, “We are looking forward to sharing our best practice examples and success stories with the delegates at the event, as well as presenting the benefits of our solutions. With Neocase, companies can achieve greater efficiencies in key business processes while improving the transparency of their customer service operations.”

Neocase Self Service and Neocase Knowledge Base will also be featured at TSW. Both modules are optional additions to the Neocase solution suite. Self Service adds significant benefits to Neocase CS by empowering end-customers to submit, manage and track cases. Neocase Knowledge Base is tightly integrated with the agent help desk and the self service portal, allowing agent and end-customers, alike, to research and submit articles and review recommended product information.

Neocase Software will demonstrate its solutions in booth #22 in the Exhibition Hall.

**To learn more about the TSW conference and Neocase solutions, please visit: [www.neocasesoftware.com](http://www.neocasesoftware.com)**

### **About Neocase Software:**

Neocase Software empowers large, global corporations to manage and optimize their Shared Service and Call Center performance and processes through next generation service functionality. Driven by Neocase’s uniquely adaptive technology platform, Neocase solutions improve process efficiency, reduce operating costs, and enhance the quality of service delivered to internal and external customers.

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'Oreal, Brinks, CORPTAX, FOX Systems, CUNA Mutual Group, 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.

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