

Neocase Software sponsors 9<sup>th</sup> Annual HR Transformation 2009: Outsourcing & Shared Services Conference in London

*Neocase will showcase its innovative solution, Neocase HR for HR shared services & contact centers, and present a case study with Air France*

San Francisco, CA - October 19, 2009 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that it will co-sponsor the European HR community's premier annual forum for Shared Services and Outsourcing, HR Transformation 2009, taking place October 21<sup>st</sup> and 22<sup>nd</sup> in London. Neocase will showcase Neocase HR, the leading contact center solution for HR Shared Services and contact centers.

"We are very honored to be a featured sponsor of the HR Transformation conference in London and excited to host a speaking session on effective HR Shared Services and its supporting technology," says Julien Dahan, Chief Executive Officer and President of Neocase Software. "We believe this conference is an excellent platform to showcase the benefits and values of our solutions to a sophisticated audience of HR professionals."

Neocase Software will host a speaking session on the topic: "Effective HR Shared Services: How Air France Achieved Significant Productivity Gains and Cost Savings in its HR Shared Services Centre" on Wednesday, October 21<sup>st</sup> at 11:40 A.M. GMT. The case study will detail how Air France established their HR Shared Services Contact Center, consolidated their HR/IT infrastructure into one single platform, and achieved significant gains as a result of the implementation. Key benefits include improved HR process standardization and HR operational cost savings. Sean Harman, Sales Director of Northern Europe at Neocase Software will present the case study, together with an HR Shared Services executive from Air France.

Neocase Software will exhibit Neocase HR, the premier case management and contact center solution to manage and optimize HR processes within a Shared Service Center & HR Call Centers. The solution has been praised by leading research groups for its superior functionality in the areas of collaborative case management, business process management, business intelligence and knowledge management. Neocase HR has empowered such companies as Air France-KLM, Renault-Nissan, RATP (Parisian Transportation Agency), and CUNA Mutual Group to achieve significant productivity improvements, cost savings and an overall higher quality of service delivered to employees.

Already confirmed to attend the conference are senior HR professionals from a wide range of industries, including Banking and Finance, Telecoms, Transport, Energy, Pharmaceuticals, Food and Beverage, Automotive, Hospitality and the Public Sector.

To learn more about the 9<sup>th</sup> Annual HR Transformation 2009: Outsourcing & Shared Services conference and Neocase's solution for HR Shared Services Organizations, please visit Neocase's website: [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.

### For more information, please contact:

Joerg Koehler  
Director of Marketing  
Neocase Software  
Tel.: (415) 978.5159  
Email: [jkoehler@neocasesoftware.com](mailto:jkoehler@neocasesoftware.com)