

Neocase Software Sponsors Shared Services Exchange in Florida

Neocase to present its innovative portfolio of solutions for Shared Services Organizations and highlights client successes

San Francisco, CA - June 1st, 2009 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that it is one of the *featured sponsors* of the Shared Services Exchange in Key Biscayne, Florida, June 7th -9th at the Ritz-Carlton.

"The Shared Services Exchange's theme this year includes *Increasing Efficiency and Enhancing Performance of Shared Services Organizations*. Both 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 of the event, as well as presenting the benefits of our solutions for multi-functional shared services. With Neocase, companies can achieve greater efficiencies in key business processes while improving the transparency of their service operations."

At the Shared Services Exchange, Neocase Software will feature its solutions: Neocase HR, Neocase CS, and Neocase FR and give previews of its upcoming solution release. Neocase HR is *the* premier case management solution to manage and optimize HR processes within Shared Service Centers & HR Call Centers. Neocase CS brings efficiency and productivity to customer service operations through: collaborative case management, automated workflows, SLA management, web self service, intelligent knowledge base, and executive dashboards. Neocase FR empowers finance departments of large corporations to resolve financial inquiries faster and more efficiently through collaborative case management and knowledge management. Additionally, Neocase Software will present new features and solutions that will enable large corporations to manage, automate and optimize entire business processes while achieving significant efficiency gains and cost savings.

To learn more about the Shared Services Exchange and Neocase's solution for SSOs, please visit Neocase online: 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 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, CORPTAX, Callidus Software, International Decision Systems, and CUNA Mutual Group. 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:

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