

Neocase Software earns Certified for Microsoft Dynamics Accreditation

Neocase has successfully met Microsoft's highest standard for partner-developed software solutions

San Francisco, California, February 3, 2009 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that Neocase solutions are now Certified for Microsoft Dynamics CRM 4.0, which signifies that the solutions have met Microsoft Corporation's highest standard for partner-developed software. By successfully meeting all certification requirements, Neocase Software can now carry the distinct Certified for Microsoft Dynamics logo.

Solutions that are Certified for Microsoft Dynamics have demonstrated development quality and compatibility within the Dynamics product line, by passing rigorous VeriTest software solution testing. In addition, the Microsoft Dynamics partner must provide ten customer references successfully using the certified solution, be enrolled in a Partner Service Plan with Microsoft, and be a Gold Certified Partner in the Microsoft Partner Program. The integration of Neocase solutions with Microsoft Dynamics is possible because of the nature of the Neocase platform: the solutions are web-only applications running on Internet Information Services. Neocase solutions are developed entirely out of Microsoft technologies: SQL Server 2005/2008, a secure framework in .NET 3.5, web services, and a data synchronization mechanism.

"By requiring both the software solution and the partner to meet our highest standards, Microsoft is assuring customers that these certified solutions work with their investments in Microsoft Dynamics," said Doug Kennedy, vice president, Microsoft Dynamics Partners. "Microsoft congratulates Neocase Software on achieving the Certified for Microsoft Dynamics status for its solutions by demonstrating its success and commitment in delivering a leading Microsoft Dynamics solution."

"The entire Neocase Software team is extremely proud of having successfully completed the certification process," states Julien Dahan, Chief Executive Officer of Neocase Software. "Meeting Microsoft's highest standards in development quality and compatibility, as well as having several of our key customers recommend our solutions, validates Neocase as the leading Customer Service solution provider for Microsoft Dynamics CRM. We are fully committed to continue delivering the best solutions for shared service centers and customer support operations in the market."



Neocase solutions bring efficiency and productivity to customer service operations and shared service centers through: collaborative case management, automated workflows, web self-service, intelligent knowledge base, and executive dashboards. The solutions can be deployed rapidly on-demand (SaaS) or on-premise. Neocase adds superior customer service functionality to Microsoft Dynamics CRM such as Self-Service, advanced Service Level Agreement Management, Parent/Child Case Management and integrated Knowledge Base with recommendation engine.

To learn more about Neocase's solutions, please visit the company's website at: www.neocasesoftware.com

About Microsoft Dynamics

Microsoft Dynamics is a line of financial, customer-relationship and supply-chain management solutions that helps businesses work more effectively. Delivered through a network of channel partners providing specialized services, these integrated, adaptable business management solutions work like and with familiar Microsoft software to streamline processes across an entire business.

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.

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