

Neocase Software selected for Microsoft 2008 ISV Showcase

Neocase is the featured ISV Solution for Customer Service for Microsoft Dynamics CRM 4.0

San Francisco, California, June 25th, 2008 — Neocase Software, a global leader in collaborative customer service solutions, announced today that the company has been selected as the 2008 Independent Software Vendor (ISV) for customer service applications for the Microsoft's Dynamics CRM 4.0 product. Neocase's line of solutions - Neocase CS, Neocase HR and Neocase CRM - help customer service and HR departments to improve interactions with end-customers and employees while maximizing agent productivity and the quality of service operations.

Neocase Software was chosen for the ISV Showcase based on its product integration with Dynamics CRM and the business value that Neocase brings to that solution. Neocase was among a select group of six software vendors out of 75 ISVs chosen to be featured in a video and written solution brief, which will be highlighted at Microsoft's WorldWide Partner Conference in July 2008. According to Daniel Tian Sio Po, Microsoft Dynamics Platform Evangelist, 'Microsoft is proud to highlight Neocase as a global software developer for customer service solutions who is meeting and exceeding today's demanding business needs with its solutions.'

Since 2001, Microsoft® Gold Certified Partner Neocase Software has specialized in providing comprehensive customer service applications for large, global corporations. Their applications have always emphasized usability, collaboration and adoption. Julien Dahan, Neocase's President and COO states, "We are very excited that Neocase Software was chosen as the ISV Showcase for customer service applications. It shows the confidence of Microsoft in Neocase's solutions and confirms Neocase's leadership in the customer service solutions arena."

To create the integrated solution, Neocase CRM, Neocase embedded its stand-alone customer service solution, Neocase CS, to replace the standard customer service module within Dynamics CRM. The embedded Neocase CS is able to leverage the same database and data model and thus provides a seamless, transparent experience to the end-user. In addition to that, Neocase CS significantly enhances the customer service functionality within Microsoft Dynamics CRM through advanced service level management, parent/child case



Neocase
S O F T W A R E

management, agent and manager dashboards, and customized case form templates.

To read the Microsoft solution brief on Neocase Software or watch an interview with Neocase top executives, please visit:

www.neocasesoftware.com/isv_showcase

To learn more about Neocase's customer service solutions, please visit our website: 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. With more than 200 clients worldwide, representative customers include Air France, Renault-Nissan, L'Oreal, Brinks, CorpTax Software, Fox Systems, IDS, and Verizon Wireless. 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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