

Press Release - For Immediate Release

Neocase Software sponsors 13th Annual Shared Services Week in Orlando in March

Neocase will present its innovative portfolio of solutions for Shared Services Organizations as well as highlight client success stories

San Francisco, CA - March 3, 2009 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that it is a featured exhibitor and sponsor of the 13th Annual Shared Services Week in Orlando, Florida, from March 22nd through March 27th, 2009, at the Omni Orlando Resort.

"IQPC events foster thought-leadership and best practices exchange within the Shared Services Arena; it only seems natural that Neocase Software contributes to that with our experience and success stories in Shared Services transformation during the Shared Services Week," states Julien Dahan, President and CEO of Neocase Software, "We believe the Shared Services Week is an excellent platform to showcase the benefits of our solutions for multi-functional shared services to a sophisticated audience of SSC professionals as well as share the exceptional results of some of our clients such as FOX Systems, International Decision Systems, and JPD Financial."

At the event, Neocase Software will feature its solutions Neocase CS, Neocase HR, and Neocase FR. Neocase HR is the premier case management solution to manage and optimize HR processes within a Shared Service Center & HR Call Centers. Neocase FR empowers finance departments of large corporations to resolve financial inquiries faster and more efficient through collaborative case management and knowledge management. 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. Additionally, Neocase Software will present new features and solutions that enable large corporation to manage, automate and optimize entire business processes with the Neocase platform while achieving significant efficiency gains and cost savings.

Neocase Software personnel will share best practices with the audience on March 24th and March 25th in the exhibit hall, Booth #7.

To learn more about the 13th Annual Shared Services Week and Neocase's solution for Shared Services Organizations, please visit Neocase's website: 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'Oreal, Brinks, CORPTAX, Callidus Software, and International Decision Systems. Neocase's award-winning solutions bring efficiency and profitability to SSCs and customer service departments through web self-service, intelligent



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knowledge management, service level agreement (SLA) management, employee/partner case collaboration, executive dashboards, and automated workflows.

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