

Neocase at-a-glance:

- ✓ *Founded in 2001*
- ✓ *Global Coverage with offices in Paris – France, San Francisco – USA, London – UK*
- ✓ *Hundreds of enterprise-class customers and millions of users worldwide*
- ✓ *SSCC Solutions cover HR, Customer Service and Finance*
- ✓ *Flexible, scalable solutions available on SaaS or On-Premise*
- ✓ *Microsoft Gold Certified Partner since 2005 and preferred Customer Service solution for Microsoft Dynamics CRM*

Our Mission

The Neocase Power Solutions empower global organizations across Human Resources, Customer Services and Finance to manage and optimize their Shared Services Contact Centers and Customer Operations performance and processes to establish an automated, centralised solution to resolve complex business problems quickly and effectively.

Our Business

The selection and implementation of the right business application is critical to the success of any company's operations. Neocase Software is a leading SaaS provider of HR, Customer Service and Finance solutions for shared services contact centers. We have a proven track-record of delivering superior customer service technology across global enterprises.

Over time, enterprise-wide systems such as ERPs, HCMs, and CRM systems, have become disconnected repositories of information for many organizations. In order for companies to achieve a definitive competitive advantage, it is imperative for Shared Services Contact Center to work collaboratively and efficiently. Thus, Neocase has introduced solutions to streamline and optimize service processes within SSCCs and with customers, employees, partners, and vendors.

“ We have been successful in bringing strategy to life within the HR organization whilst demonstrating ROI. With Neocase HR Power we were able to achieve cost savings through streamlining processes and reducing resource costs. Neocase has been instrumental in helping us achieve HR transformation. ”

Joe Ales, Director of Shared Services
THALES GROUP

“ Neocase is essential to the overall success of our Shared Services in HR. It is very comprehensive and allows us to adapt quickly to ever-changing environmental and employee needs. We are now operating at maximum efficiency within our HR SSC. ”

Guillaume Laurent
Director, Shared Services Center
AIR FRANCE

Our Technology Leadership

Neocase has deep operational and technical expertise in delivering a proven HR, Customer Service and Finance technology solution.

Our team's expertise is comprised of seasoned professionals who average over 30 years of industry experience designing, configuring, and implementing solutions that support growing businesses. Our proven technology platform, together with the right knowledge and team experience, can and will help your business grow and prosper well into the future. Designed for ease of use and flexibility, Neocase Power Solutions are available on SaaS or On-Premise. Only Neocase offers the elements of a proactive shared services contact center solution that simplifies how your employees, customers and partners work with your smart agents.

Our Solutions

Neocase Power Solutions empower organizations to optimize and automate all processes involving customers, employees and suppliers. They are proven to improve and enhance performance in Shared Services Contact Centers and Support Operations across HR, Customer Service and Finance.



Neocase leads the way by providing businesses with a multi-channel, collaborative HR, Customer Service and Finance solutions that enable service agents to share employee and customer information across the enterprise to resolve complex business problems quickly and effectively.

Only Neocase Software offers a new breed of solutions designed to maximise the productivity of HR shared services and customer service center operations by maximizing the quality of service delivered through collaborated case management, knowledge base management, self service, automated workflow management, and service level agreements (SLAs).

Neocase **HR** POWER

Neocase HR Power is a highly scalable HR Shared Services Contact Center solution based on the multi-tier service model designed for medium to large global HR environments.

Neocase **CS** POWER

Neocase CS Power is a unique multi-faceted customer service and support solution that is customizable to suit the needs of all organizations across all industries.

Neocase **FS** POWER

Neocase FS Power is an effective solution that empowers debt recovery, establishes a point of contact and provides visibility for global corporations.

Some of our customers

Air France
Atkins
Bouygues Telecom
Brinks
CORPTAX Software
County of Arlington
CUNA Mutual Group
France Telecom
Guardian Life Insurance
International Decision Systems
Kohler Co
Ministry of the Economy,
Finance and Industry
Renault
T-Systems
Thales Group

Neocase Power Solutions deliver significant organizational efficiency and effectiveness through a symbiotic hybrid of best practices and technology. All this and more can be achieved by using the various tools to hand:



Neocase
SOFTWARE

Empowering your Contact Center
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