



Press Release – For Immediate Release

Neocase Software and Partner, Queue Associates, to exhibit at destinationCRM 2008 in New York

Neocase and Queue will demo Neocase CRM at Booth #907 at [destinationCRM](#)

San Francisco, CA, August 11th, 2008 – Neocase Software, a leading provider of customer service and support software announced today its participation in the destinationCRM 2008 conference in New York, New York, from August 18-20th. Neocase, along with local partner and CRM consultancy, Queue Associates, will showcase Neocase CRM, a powerful sales, marketing and customer service solution for large global corporations.

Neocase Software will be appearing for the 3rd time at destinationCRM as an exhibitor. The company will be presenting its solutions, Neocase CRM and Neocase CS, at Booth #907. Neocase CRM is a powerful CRM solution that combines the advanced customer service functionality of Neocase CS with the sophisticated sales force automation and marketing functionality of Microsoft Dynamics CRM[™]. The solution adds significant value to sales, marketing and customer service operations by reducing operational costs, improving process efficiency and enhancing staff productivity. Increased overall customer satisfaction and retention are natural effects of the Neocase CRM solution at work. Neocase CS is an award-winning solution for customer service operations that integrates web self-service, intelligent knowledge management, service level agreement (SLA) management, employee/partner case collaboration, executive dashboards, and automated workflows. Both solutions can be deployed in an on-premise or on-demand (SaaS) model.

Queue Associates is a Microsoft Dynamics Gold Certified partner that provides a full range of services including installation, implementation, training, and ongoing technical support.

To learn more about the destinationCRM 2008 conference and the Neocase CRM solution as well as Neocase Partner, Queue Associates, please visit:

www.neocasesoftware.com/destinationCRM

About Neocase Software

Neocase Software is a leading provider of customer service solutions to global corporations. Driven by Neocase's uniquely adaptive technology platform,



Neocase
S O F T W A R E

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, 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, CORPTAX, Callidus Software, Fox Systems, IDS, and Verizon Wireless. Neocase's award-winning solutions bring efficiency and profitability to customer service operations and human resources as well as finance 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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