

Press Release - For Immediate Release

Neocase Software Achieves Renewal of Microsoft Gold Partnership in ISV/Software Category

Rigorous certification testing produces “Certified for Windows Server 2008 R2” status for Neocase solutions

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San Francisco, California, United States - Neocase Software, a leading provider of contact center solutions for shared service centers and customer support operations, today announced that it has achieved renewal of its Microsoft Gold Partnership in the ISV/Software category. By successfully meeting all program requirements and passing a rigorous certification testing process, Neocase software can now carry the distinct Certified for Windows Server 2008 R2 logo. Neocase has been a Microsoft Gold Partner since 2005 and sought renewal in the recently restructured program.

“Neocase Software is extremely proud of renewing our Microsoft Gold Partnership,” said Julien Dahan, Chief Executive Officer of Neocase Software. “Neocase has a long-standing partnership with Microsoft. The certification demonstrates the confidence that Microsoft has in the functionality, scalability, and robustness of Neocase solutions.”

Neocase solutions, such as Neocase CS and Neocase HR, provide advanced functionality in areas such as collaborative case management, business process management, business intelligence, proactive service-level agreement management, and knowledge management. With Neocase, Microsoft customers leverage their Microsoft investment to maximize the productivity of their customer service and shared service contact center operations. Neocase CS is a customer service and support solution that enables organizations to lower service costs, improve customer satisfaction, and expand and optimize service levels. Neocase HR, a case management and contact center solution for managing and optimizing HR processes within a shared service center and HR call center, enables companies to improve productivity, lower costs, and deliver better service to employees.

Companies attaining the Microsoft Gold Partnership status must demonstrate greater value to their customers by showcasing best-in-class solutions that have been subject to a rigorous and auditable approval process. To gain approval, Neocase met the following important requirements:

- Submission of customer references, each with a project that has been completed in the past 12 months
- Certification for Microsoft Windows Server 2008 R2

Neocase gained the approval in March.

To receive the certification for Microsoft Windows Server 2008 R2, Neocase solutions were tested by VeriTest, a service of Lionbridge. The certification process, which took six weeks, tested Neocase solutions in the following categories: Windows fundamentals functionality; install and remove functionality; security; reliability and high availability; and virtual machine compatibility.

“Microsoft Gold competency certification testing is an extremely demanding process,” stated Jerome Menard, CTO of Neocase Software. “By passing the tests, Neocase has demonstrated its expertise in building, designing, deploying, and supporting Microsoft Windows Server 2008 R2 and our applications based on it.”

To learn more about Neocase Software solutions, please visit:
<http://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. 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, BNP Paribas, Thales UK, Guardian Life Insurance, Société Générale, CUNA Mutual Group, IADB, and Atkins Global. Neocase’s award-winning solutions bring efficiency and profitability to shared services centers 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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