

Press Release – For Immediate Release

Neocase Software sponsors the 11th Annual European Shared Services and Outsourcing Week

Neocase will showcase its shared services solutions, Neocase HR, Neocase CS, and Neocase Enterprise Portal

London, United Kingdom - May 2nd, 2011

Neocase Software, a leading provider of contact center solutions for shared service centers and customer support operations, announced today that it is sponsoring the IQPC 11th Annual European Shared Services and Outsourcing Week in Amsterdam from May 9 through May 11.

“We are very pleased to be a featured sponsor of the European Shared Services and Outsourcing Week in Amsterdam. It is a great opportunity for us to present our solutions for shared services and contact centers,” says Julien Dahan, Chief Executive Officer and President of Neocase Software. “Our longstanding partnership with IQPC has been a superb platform for us to interact and collaborate with the organization’s shared service member base.”

At the conference, Neocase Software will exhibit Neocase HR, the premier case management and contact center solution for managing and optimizing HR processes within a shared service center and HR call center. Neocase will also feature Neocase CS, a unique customer service and support solution that lowers service costs, improves customer satisfaction, and enhances service levels, as well as its portal solution, Neocase Enterprise Portal. Neocase Enterprise Portal is an advanced portal solution that can function as a customer, employee, and supplier portal. Released late in 2010, the solution has already received rave reviews from installed Neocase customers. The solution includes features such as HR content management, employee and manager self service, HR process templates, and an employee survey module.

Leading research groups have praised Neocase solutions for their superior functionality in the areas of collaborative case management, business process management, business intelligence, and knowledge management. The solutions have empowered companies such as Thales UK, Atkins, Air France, and CUNA Mutual Group to achieve significant productivity improvements, cost savings, and an overall higher quality of service delivered to employees and customers.

For more information about the 11th Annual European Shared Services and Outsourcing Week, please visit: <http://www.ssoweek.com>

**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.

For more information, please contact:

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