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INTERNATIONAL DECISION SYSTEMS, NEOCASE SOFTWARE NAMED FIRST RUNNER-UP FOR CALL CENTER EXCELLENCE AWARD

Minneapolis, MN – June 24, 2009 – A submission by International Decision Systems, Inc., a global market leader in software and solutions for equipment finance, and Neocase Software, a leading provider of customer service solutions for shared service contact centers and customer support operations, has been recognized as First Runner-Up for this year’s prestigious IQPC Call Center Excellence Award in the category of “Best Use of Leveraging Technology for Efficiency and Automation.”

Winners of the prestigious [Call Center Excellence Awards](#) were honored last week during the annual awards ceremony in conjunction with IQPC’s [10th Annual Call Center Week](#) in Las Vegas, NV. Distinguished leaders in call centers and customer service came together Tuesday, June 16th to honor those companies that have demonstrated excellence in their call centers. Over 400 people watched as accolades were given to top performers in each category.

The entry from *International Decision Systems* was based on their recent implementation of Neocase CS, a customer service and support solution from Neocase Software, Inc. The award is based on first-year results from an implementation that began in October 2007 and went live in June of 2008. The impressive first-year results include a measured increase in customer satisfaction, a 25% decrease in overall case backlog, and over a 10% increase in service level achievement.

“It has been great for us to provide meaningful and measurable benefits to our customers so early in the adoption of our new software solution,” said Doug Schick, Director of Customer Support at *International Decision Systems*. “The key for us was finding a system that we could use to support our external customers, including the ability to expose their case information via a self-service website. We needed a combination of a good CRM system along with a very robust support case management system. Neocase has been able to meet those needs and a lot more.”

“This was a significant project for us as well,” said Julien Dahan, Chief Executive Officer at Neocase Software. “*International Decision Systems* converted more than 35,000 cases and 5,000 knowledge base articles, a testament to the size of the effort involved. Working together, we integrated multiple components of the company’s self-service website, as well as to two internal development systems.”

“Our customers rely on us to be there for them as a trusted partner.” said Schick. “Neocase has provided the right tool to us to support that mission.”

About International Decision Systems, Inc.

International Decision Systems, Inc. is a leading provider of software and solutions for the equipment finance market. For over 30 years, the company has offered integrated solutions from origination through disposition and asset management, supported by an ongoing research and development effort unrivaled in the market space. Customers include approximately 50% of the largest leasing companies in the United States, and an increasing number of the largest global players. In addition to offering powerful, flexible software, *International Decision Systems* provides the industry experience and expertise to assure successful, complete solutions. Headquartered in Minneapolis, MN, the company also has offices in the United Kingdom, India, Singapore and Australia. For additional information, visit www.idsgroup.com.

About Neocase Software, Inc.

Neocase Software is a leading provider of customer service solutions for shared service centers and customer support operations. Neocase 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, Neocase CRM for Customer Relationship Management, and Neocase FR for Financial Resolution. All solutions can be deployed on-premise or on-demand. With more than 200 clients worldwide, representative customers include: Air France, Renault-Nissan, L'Oréal, Brinks, Callidus Software, International Decision Systems, Inc. and CUNA Mutual Group. For additional information, visit www.neocasesoftware.com.

About IQPC

International Quality and Productivity Center (www.iqpc.com) provides millions of business executives with tailored practical conferences, keeping them up-to-date with industry trends, technological developments and the regulatory landscape.

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