



Neocase Software empowers large global corporations to optimize their Shared Services Center (SSC) performance and processes through next generation service functionality.

Cost reduction & process optimization are key priorities of a Shared Services Centers (SSCs). However, the infrastructures in place at SSCs (ERP, CRM, HCM systems) don't help with the optimization of processes. SSCs need to put solutions in place on top of legacy systems to optimize processes within SSCs as well as with other parties (customers, employees, etc). Neocase offers vertical solutions that streamline & optimize service processes within SSCs.

All Neocase solutions offer the following benefits:

- Rapid deployment either On-Premise or On-Demand (SaaS)
- Easy-to-use Interface minimizing required training and accelerating user adoption
- Multi-language/multi-currency capabilities
- Collaborative case management functionality
- Easy integration with existing systems such as ERP and CRM applications

Neocase has been selected as a provider by many national and international leading companies such as: RATP, SNCF, AIR FRANCE, RENAULT, AIR LIQUIDE, VEOLIA, CUNA MUTUAL GROUP, MONOPRIX, ELIOR ...

As a member of our Professional Services team in EMEA, you will be responsible for assisting our partners and customers with the successful deployment of Neocase Software and ensuring the success of our customers and partners by effectively resolving cases escalated by our tier 1 and Tier 2 partners.

Daily activities will include resolving technical issues, responding to customer/partner calls and emails, troubleshooting problems they may have, and identifying and documenting requested features or application defects, as well as assisting the Project Managers with customer and partner deployments.

Responsibilities:

- Respond to customer requests that have been escalated from Tier 1 and 2 partner support analysts.
- Answer high-difficulty technical questions, solve high-difficulty technical problems, and suggest appropriate workarounds if necessary.
- Resolve high-difficulty customer service issues and skillfully manage complex customer service problems.
- Perform root-cause analysis by verifying technical facts and developing logical conclusions.
- Manage customers' and partners' expectations and experience in a way that result in high customer satisfaction.
- Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
- Assist with customer/partner application training and deployments.

For this job, global package will include a participation to the accommodation costs.

Best regards