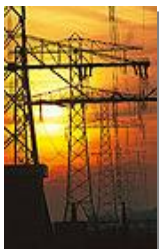


Leading Service Businesses to Excellence

ClickSoftware is the leading provider of automated workforce management and optimization solutions for every size of service business. Our portfolio of solutions, available on demand and on premises, creates business value through higher levels of productivity, customer satisfaction and operational efficiency.

As the pioneers of the 'W6' concept more than 30 years ago, we have perfected solutions for solving a wide variety of problems on Who does What, for Whom, with What, Where and When. The combination of proven technology with educational services helps businesses find the right balance between reducing costs, increasing customer satisfaction, employee preferences and industry regulations/legislation. ClickSoftware's solutions manage over 200,000 resources in service businesses across a variety of industries and geographies. Our flexible deployment approach, breadth and depth of solutions and strong partnerships with leading CRM/ERP vendors and system integrators makes us the number one choice to deliver superb business performance to any organization

OUR CUSTOMERS



Utilities: Anglian Water, CLP Power, EDF Energy, EnerCen, ETSA Utilities, National Grid, PacifiCorp, PG&E, Scotia Gas, Scottish Water, Southern California Edison, Terasen Gas, Wessex Water...

Communications: Allstream, BskyB, Bell Canada, Bharti, Deutsche Telekom, Ericsson, Knology, Orange, Rogers Cable, Telekom Austria, Telstra, Telus...

Computer & Office Equipment: HP, Konica Minolta, Ricoh, Unisys, Xerox...

Home Services: Best Buy, Bosch, Direct Energy, Fisher & Paykel...



INTELLIGENT DECISION MAKING

The **ServiceOptimization Suite** includes solutions for:

Demand Forecasting – Build reliable forecasts to better meet your service demand.

Workforce Planning – Maximize utilization and minimize overtime.

Shift Planning – Cover demand and keep your employees happy at the same time.



Optimized Scheduling – Get the right engineer to the right job at the right time with the right equipment.

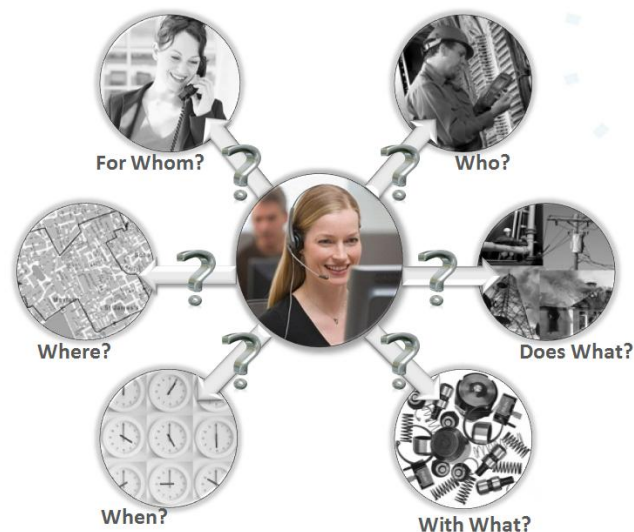
Location Based Services – Know where your field engineers “are”, not just where they are “supposed to be”.

Mobile Workforce Management – Stay abreast of what is going on in the field as it is happening.

Customer Interaction Management – Provide enhanced customer interaction management throughout the service lifecycle.

Business Analytics – Gain greater visibility into your service operations.

THE W6 PARADIGM



As of July 23, 2010: \$5.53

Exchange: NASDAQ Global Select (CKSW)

52wk Range: 4.75 – 8.75

Average Volume (3m): 175,000

Total Shares Outstanding: 30M

Market Capitalization: \$170M

Institutional Ownership: 35%

INVESTMENT CONSIDERATIONS

- Addressing a **fast-growing market** of workforce management and service optimization.
- Largest number of customers using service optimization solutions in **diverse industries and geographies** worldwide.
- The only company to offer proven end-to-end decision support and optimization across the decision-making time horizon: from **real-time** scheduling, mobility and shift planning to **short-term** tactical resource planning, **long-term** capacity planning, and customer demand forecasting.
- **Partner** with leading System Integrators and ERP/CRM/EAM platform vendors, including: SAP, IBM, Accenture and Microsoft.
- **Global reseller agreement with SAP.**
- Industry leader with highly defensible barriers to entry.
- Strong and sustainable **growth** in sales and profits: 10 years revenue CAGR of 20%.



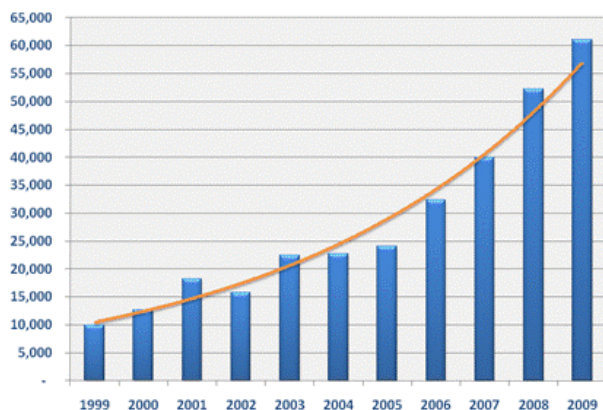
FINANCIAL HIGHLIGHTS – 2Q 2010

- **Record revenues** of \$17.6 million, up 22% year-over-year
- **Software license revenues** of \$6.2 million, up 54% year-over-year
- **Operating profit** of \$2.7 million (15% of revenues), up 10% year-over-year
- **Net income** of \$2.4 million, or \$0.07 per fully diluted share
- **Non-GAAP net income** of \$3.3 million, or \$0.10 per share
- **Backlog** of \$24.6 million, up \$1.4 million
- **Operating cash flow** of \$4 million → \$42.5 million total cash, up \$3.7 million from Mar.31, 2010

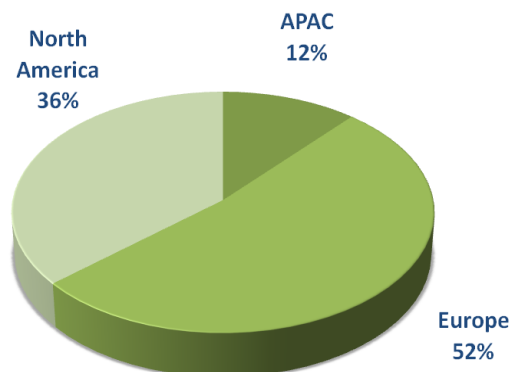
P&L	2Q 10	2Q 09	FY 2009	FY 2008
Revenues	17,582	14,366	61,123	52,262
Gross Profit	10,846	9,616	40,292	34,183
Operating Income	2,718	2,481	11,130	6,276
Net Income	2,351	2,944	12,514	8,111

Balance Sheet	Jun-10	Dec-09	Dec-08
Cash & Investments	42,521	34,974	31,983
Total Assets	73,635	66,649	46,162
Shareholders' Equity	48,833	42,658	26,086

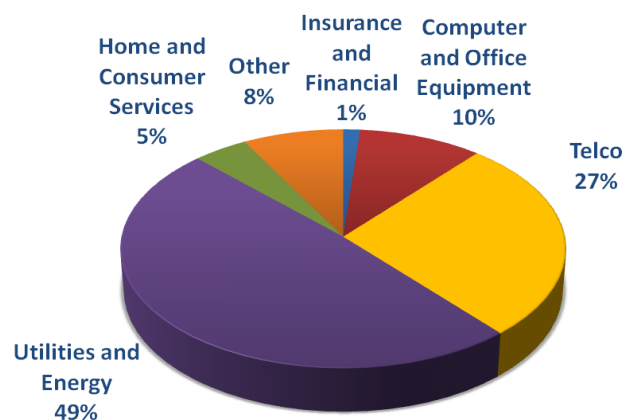
ANNUAL REVENUE GROWTH



REVENUES BY TERRITORY (LTM)



REVENUES BY INDUSTRY (LTM)



CONTACT US

Noa Schuman, Investor Relations Manager
ClickSoftware Technologies Ltd.
Email: Noa.Schuman@clicksoftware.com

Marybeth Csaby / Rob Fink
KCSA Strategic Communications
mcsaby@kcsa.com / rfink@kcsa.com
212-896-1236 / 212-896-1206

CORPORATE INFORMATION



Offices: North America; Israel; Europe; Asia Pacific and Japan.

No. of Employees: 300 worldwide

Management Team:

Dr. Moshe BenBassat – Chairman & CEO

Shmuel Arvatz - EVP, CFO

Hannan Carmeli – President & COO

Board of Directors:

Dr. Moshe BenBassat – Chairman, Mr. Gil Weiser, Mr. Menahem Shalgi, Ms. Nira Dror, Mr. Roni Einav, Mr. Shai Beilis, Dr. Shlomo Nass

MAJOR SHAREHOLDERS

Dr. Moshe BenBassat	13.8%
Nicholas G. Farwell	7.1%
Pyramis Global Advisors	6.9%
Perimeter Capital Management	3.8%
Parnassus Investments	3.7%
Pier Capital	3.5%
Oberweis Asset Management	3.4%
Renaissance Technologies Corp.	2.8%
Petersen, Flynn & Dinsmore	2.5%
Essex Investment Management	1.9%

ANALYSTS COVERING CKSW

RBC Capital (Daniel Meron)
Rodman & Renshaw (Ashok Kumar)
Roth Capital (Nathan Schneiderman)
Gar Wood Securities (Jackson Spears)

