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## **Lagan Receives “Strong Positive” Rating in Leading Analyst Firm’s Local Government CRM Products MarketScope Report**

**Sunnyvale, Calif – November 30, 2010** – [Lagan](#), the global leader in Government to Citizen (G2C) technology, today announced that it has received the highest possible rating in [Gartner’s](#) 2010 MarketScope for Local Government CRM Products<sup>1</sup>. Now part of [KANA](#) Software, Lagan was one of nine software suppliers evaluated in the report, and received a “Strong Positive” rating.

This MarketScope compares the offerings of providers of CRM commercial off-the-shelf (COTS) software to local government agencies. Vendors were reviewed according to their vertical/industry strategy, product/service, overall viability, geographic strategy and offering (product) strategy, with different weighting accorded to each category.

Commenting on the report, David Moody, VP of Solutions Marketing at KANA, said: “We are delighted with this recognition from Gartner. It has been a transformative year for Lagan, with significant investment in R&D, the launch of new services and some very important contract wins. Now that Lagan is part of KANA, the business is even better positioned for continued growth. We look forward to strengthening our focus and execution in the government sector in the years to come.”

A complete Gartner MarketScope for Local Government CRM Products report is available, compliments of Lagan, by visiting: <http://www.lagan.com/>.

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### **About Lagan**

Lagan Technologies, now part of KANA Software, Inc., is the global leader in G2C (government to citizen) technology connecting government and citizens worldwide. It enables governments and citizens to communicate online, on the phone and on the move. With 150 public sector customers worldwide, Lagan helps local governments serve the everyday interests of more than 60 million citizens.

Lagan’s solutions for CRM and Enterprise Case Management (ECM) have been designed to streamline the service delivery functions of government, enabling improved efficiency and more citizen-centric public services. Lagan ECM manages the interactions between citizens and government and provides full CRM support for a wide variety of government service delivery processes.

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<sup>1</sup> Gartner MarketScope for Local Government CRM Products by Massimiliano Claps, September 24, 2010.

Lagan's solutions have proven utility for state and local governments and offer a range of flexible delivery methods: on-premise, on-demand and hosted.

For more information about Lagan, please visit <http://www.lagan.com/> and contact us at [info@lagan.com](mailto:info@lagan.com). Keep up with industry news on Twitter at [http://twitter.com/lagan\\_business](http://twitter.com/lagan_business).

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