

**FOR IMMEDIATE RELEASE**

## **KANA Moves to New Headquarters in Silicon Valley to Support Rapid Growth**

**New Investment and Market Demand for Service Experience Management Drive Company's Expansion**

Sunnyvale, Calif. November 2, 2010 — KANA Software, Inc., a world leader in software solutions for Service Experience Management (SEM), today announced the company has moved its headquarters to new office space to accommodate its growing staff. The new offices — located in the heart of Silicon Valley at 840 West California Avenue in Sunnyvale, California — have more than 25,000 square feet and will house KANA's Headquarters, U.S. sales, R&D, customer support, marketing and administrative operations. The company also has offices in Overland Park, Kansas, Bedford, NH, and Charlotte, NC. KANA's European headquarters are located in Belfast, Northern Ireland with satellite offices in London.

"KANA is undergoing a transformation and moving to new headquarters is part of that change. Our new corporate headquarters location offers an environment more conducive to continued execution and better results," said Mark Duffell, CEO of KANA. "The new headquarters mark the company's renewed investment in hiring top industry talent and providing the high quality support to which our customers are accustomed. The company's growth includes the UK arena as well, and we are currently looking for a larger office in England to better serve our European customers."

Last month, KANA announced the acquisition of Lagan Technologies, which is expected to create up to 100 new jobs in Belfast and the latest version of its solution suite – KANA SEM 11. See last week's announcements at: <http://www.kana.com/index.php/press-releases.html>