

FOR IMMEDIATE RELEASE

## **City of Ottawa Selects Lagan to Power Its Citizen Service Management Solution**

**Sunnyvale, Calif. May 11, 2011** -- Lagan, a division of KANA Software, announced today that the City of Ottawa has selected its Government-to-Citizen (G2C) suite to power Ottawa's Citizen Service Management solution – enhancing residents' ability to access municipal services through various channels.

The \$6.95-million software and services agreement is the result of a comprehensive competitive RFP process which resulted in Lagan's selection based on the company's ability to meet the City's requirements.

The Lagan-powered solution creates a centralized, multi-channel approach to accessing municipal services from the traditional service counter and 3-1-1 phone calls to using technological advances with social media and mobile devices. Since Lagan's solutions have been designed specifically for the public sector, it has been already implemented by municipal governments around the globe. This ensures that the City is in an excellent position to take advantage of best practices of other large-scale implementations.

Service Ottawa is a citizen-centric approach that will deliver consistent, accurate, high-quality services and information to Ottawa residents, while generating significant operational cost savings for the City. Ottawa City Council's investment in new business processes and enabling technologies will result in operational savings of \$40 million a year by 2014.

"From the start, the City of Ottawa set the bar high," said Mark Duffell, CEO of KANA Software. "That's why we are extremely proud to be their choice for the new Citizen Service Management solution. We look forward to working together to help deliver Ottawa's vision for multi-channel service experiences."

Ottawa joins a growing list of major international cities, including Toronto, Brisbane, Houston, Boston, San Antonio, San Francisco, Aberdeen and Vancouver that have chosen the Lagan solution to manage citizen service interactions

### **About Lagan, a Division of KANA Software**

Lagan, a Division of KANA Software, Inc., is the global leader in G2C (government to citizen) solutions connecting government and citizens worldwide. Lagan enables governments and citizens to communicate online, on the phone and on the move. With 200 public sector customers worldwide, Lagan helps local governments serve the everyday interests of more than 60 million citizens. Lagan's solutions for Service Experience Management have been designed to streamline the service delivery functions of government, enabling improved efficiency and more citizen-centric public services. Lagan manages the interactions between citizens and government and provides full support for a wide variety of government service delivery processes. 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.

### **About KANA Software**

KANA makes every customer experience a good experience. As the leader in Service Experience Management (SEM), KANA gives managers total control over the customer service process, so they can take care of their brand while taking care of their customers. By unifying and adapting customer journeys across the contact center, web site and social community, KANA's solutions have reduced handling time, increased resolution rates and improved Net Promoter Score (NPS) at more than 600 enterprises, including half of the Global 100 and more than 200 government agencies. KANA is based in Silicon Valley and has office worldwide. For more information, visit [www.kana.com](http://www.kana.com)

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