

FOR IMMEDIATE RELEASE

KANA Announces Landmark, Multimillion Dollar Customer Win in Australia

International Expansion Accelerates as KANA Opens New Offices to Support Growth in Southeast Asia

Sunnyvale, Calif. January 24, 2011 -- KANA Software, Inc., a world leader in software solutions for [Service Experience Management](#) (SEM), today announced that Brisbane City Council has chosen KANA's platform to build the capability of online services for the city. The multimillion-dollar contract is the outcome of a highly competitive process and marks an important milestone in KANA's international expansion. Brisbane joins a growing list of major international cities, including Boston, San Antonio, San Francisco, Sheffield, Toronto and Vancouver that will run its customer relationship management programs on KANA's platform.

KANA has opened an office in downtown Brisbane that will support the Australian and wider Southeast Asian markets, in addition to the Brisbane roll out. Two additional service trials with government clients are already underway in Australia.

The system, when fully implemented, will enable Brisbane to fulfill the customer service requirements of 1.05 million city residents across the full range of local government services, including planning, street management, environmental services, licensing, transportation and utility support.

"This important customer win marks a new phase of international expansion for KANA. With the acquisition of Lagan Technologies in October, we created new European headquarters in Belfast and will now open a hub in Southeast Asia," commented Mark Duffell, CEO of KANA. "Our global leadership in Government to Citizen Technology has enabled us to build collaborative relationships with some of the most forward-thinking government organizations in the world. Our goal is to help Brisbane become an international exemplar for leading edge eGovernment."

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

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