

FOR IMMEDIATE RELEASE

KANA Announces Support for Kent Connects' "Helping People Help Each Other" Competition*KANA Lagan Committed to Innovation in Government*

Sunnyvale, Calif. October 25th, 2011 – Lagan, a Division of KANA Software, Inc. and the global leader in [Government to Citizen](#) Technology, today announced it is sponsoring Kent Connects' "Help People Help Each Other" competition. This aims to stimulate collaboration between public services, entrepreneurs and communities to develop innovative ways of using technology to improve the neighborhood. Entrants must build prototypes that demonstrate their ability to interoperate with the relevant government organization through the use of either OS Open Data or Open311.

Lagan is supporting entrants that wish to interoperate with the Open311 API by providing them with access to its Lagan Connect2Tell Open311 solution.

Open311 is a form of technology that provides open channels of communication for issues that concern public space and public services. Open311 primarily refers to a standardized protocol for location-based collaborative issue-tracking. Open311 is an evolution of the phone-based 311 systems that many cities in North America offer. Lagan has supported the Open311 standard since its inception in the US in 2009.

"One of the main objectives of the Open311 standard is to stimulate innovation, so when Kent Connects asked Lagan to support the competition, Open311 was an obvious choice" said David Moody, VP Solutions Marketing, Lagan. "The City of [San Francisco 311](#) has pioneered this particular use of Open311 with many innovations coming out of it for use in their city. Lagan is very excited about supporting the KentConnects initiative as this shows that the US-originated Open311 standard is also relevant and beneficial to UK government organizations".

For more information about the competition, go to <http://bit.ly/submityouridea>.

For more information on Open311, go to: <http://open311.org>.

About Lagan

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 offices worldwide. For more information, visit www.kana.com.

About "Help People Help Each Other"

Organized by Kent Connects, this competition is also sponsored by Ordnance Survey, Kent Business School and Lagan, A Division of KANA with the purpose of stimulating collaboration between public services, entrepreneurs and communities to develop innovative ways of using technology to improve your neighbourhoods. The competition is also supported by DotGovLabs, part of HM Government Skunkworks.

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