



Com Hem to Enhance Customer Service with KANA Software

Leading Swedish triple-play service provider to utilize KANA's Knowledge Management and eService solutions

Menlo Park, Calif. – March 19, 2009 – [KANA Software, Inc.](#) (OTCBB: KANA.OB), a world leader in multi-channel [customer service](#), was selected by Com Hem, one of the leading providers of triple-play services (including cable TV, digital television, broadband, telephony and HDTV) in Sweden. Com Hem, which translates to 'come home' in English, has more than 140 television channels and is a premier media, entertainment and telecommunications provider for over one-third of Sweden's households.

[Com Hem](#) will use KANA's entire [knowledge management suite](#) for self-service and assisted service and the company will deploy KANA's email response and online collaboration solutions in a subsequent phase of the implementation. KANA's multi-channel knowledge solutions will enable Com Hem service agents to quickly respond to customer queries, reduce handling time and identify solutions that are personalized to each individual customer. It will also increase first-call resolution as agents will be provided with advanced search capabilities to facilitate fast, accurate and relevant help.

"We chose KANA because they offer a complete, industry-leading customer care solution," said Christer Peltomaa, Chief Information Officer, Com Hem. "KANA enables us to provide customers and agents with consistent, accurate and timely responses on the first call. Knowledge that was once spread across multiple systems will be available from a central location, enabling us to give our customers the service they need in the most efficient and effective way possible."

"Having a major European triple-play provider choose our knowledge management suite is a testament to the superior service experience that KANA solutions provide," said Michael Fields, CEO, KANA. "We look forward to working with Com Hem and helping them to provide outstanding service to their growing customer base."

About KANA

KANA Software is a world leader in multi-channel customer service. KANA's solutions allow companies to deliver consistent service across all channels, including email, chat, call centers and Web self-service, giving their customers the freedom to choose the service they want, how and when they want it. KANA's clients report double-digit increases in customer satisfaction, while reducing call volumes by an average of 20%. KANA's award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the Fortune 50. For more information visit www.kana.com

About Com Hem

Com Hem is one of Sweden's leading triple-play operators, providing 40 percent of Sweden's households with complete TV, broadband and telephony solutions via a cable network to meet present and future customer requirements. The company, with 700 employees and a head office in Stockholm, has delivered services since 1983. Com Hem is owned by The Carlyle Group and Providence Equity Partners.

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Media Contacts:

Ted Rossman
New Venture Communications for KANA
914-432-7083
trossman@newventurecom.com

Lauren Dresnick
New Venture Communications for KANA
650-343-2735
ldresnick@newventurecom.com