

FOR IMMEDIATE RELEASE

### **Lagan, a Division of KANA, Announces Connect2Tell Web the Latest Self Service Module of Its Award-winning Local Government Solution**

Belfast, UK. May 03, 2011

#### **News**

- Lagan, a Division of KANA, today formally announced the latest release of **Connect2Tell Web**, the self service module of its award-winning Local Government Solution
- **Connect2Tell Web** allows government organisations to quickly and effectively provide citizen access to existing services via the web thereby:
  - Improving citizen trust and satisfaction and
  - Reducing the cost of service delivery
- **Connect2Tell Web** provides benefits particularly for those local government organizations seeking to commence Channel Shift strategies in response to budget challenges and citizen demand for online access to services.
- Many of Lagan's customers have implemented Lagan's self service module enabling them to realise significant benefits including:
  - Oxford City Council which has achieved savings of over £112k pa for one service line alone by shifting Council Tax payments to the web
  - City of York which has shifted 93% of student Council Tax discount applications to the web
  - City of San Francisco which has delivered savings equivalent to 4 full time employees

#### **Module Highlights**

- **Business users can quickly web-enable processes** through the use of a simple UI tool and no need for specialist IT skills
- **Leverages sophisticated process templates** enabling a consistent and rich citizen experience and minimising the cost of ongoing maintenance.
- **Leverages existing processes and integrations.** **Connect2Tell Web** complies with Lagan's "single process, multiple channel" strategy, in that it web-enables **existing** processes and their associated **existing** integrations if present.
- **Integrates with the existing GIS system.** Web-enabled location-based processes require GIS to be presented to the citizen on the Web and **Connect2Tell Web** enables this with the support of various GIS systems including Open Street Map, ESRI and Google Maps.
- **No need to upgrade.** **Connect2Tell Web** works with existing Lagan systems (Version 6.1 and above).

## Commentary

- The latest Local Government Marketscope report from Gartner published in 2010 marks the third successive time that Lagan has achieved the highest possible “strong positive” rating, the only company to achieve this. “Connect2Tell Web is part of a family of Lagan modules designed to respond to the challenges faced by our government customer base, particularly budget pressures and citizen demand for on-line access to services” said David Moody, VP Solutions Marketing of KANA Software.

*"In a time of austerity, public sector organisations across the world are under pressure to continue to provide front line services but with reduced budgets. Connect2Tell Web provides an important mechanism to help our customer base address these challenges."*

## Solution Availability

- **Connect2Tell Web** is available immediately.

## 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 office worldwide. For more information, visit [www.kana.com](http://www.kana.com)

Follow KANA on Twitter: <http://twitter.com/KANASoftware>

###

KANA is a registered trademark of KANA Software, Inc. All other company and product names may be trademarks of their respective owners.

Contact: Vikas Nehru  
KANA Software, Inc.  
+1-650-330-8645

[vnehu@kana.com](mailto:vnehu@kana.com)