

FOR IMMEDIATE RELEASE

Lagan, a Division of KANA, Announces the Latest Release (8.0.2) of Its Award-winning Local Government Solution

Belfast, UK. March 29, 2011**News**

- Lagan, a division of KANA, today formally announced the latest release of Lagan Local Government Version 8. This coincides with the 20th customer now live on Version 8.
- Version 8 reflects input from our increasingly sophisticated customer base, including improved support for our customers' evolving channel shift strategies for both service and information requests.
- The latest release (8.0.2), provides new benefits for local governments seeking to deliver service experiences to citizens: cost to maintain, speed to enhance, depth of deployment, compliance and customer service.

Solution Highlights

- **Supports more sophisticated processes, across multiple channels, more easily, more quickly.** A new case form injection feature enables Lagan eForms to be used as templates for the support of processes through simple business user re-use. This powerful feature, also leveraged by Lagan Citizen Portal and Lagan OnDemand, delivers support of different presentations of the same process on different devices easily.
- **Extends Lagan further into the back office, allowing better service to be delivered to the citizen.** New Virtual Office features provide better support for key business processes such as following up with a citizen (email and letter correspondence) and fulfilling a case (case history filtering, better presentation of case information).
- **Allows citizens to answer their own questions, reducing the cost of service delivery per citizen.** In conjunction with the Knowledge option, Version 8 enables both citizens (on the web) and agents (in the citizen service centre) to get answers to questions from the same knowledge source, the latter with added "internal-only" supporting information.
- **Enables compliance with the most rigorous policies regarding system access.** The new Access Control List (ACL) based Advanced Security mechanism within Version 8 significantly improves upon the capabilities inherent in previous versions. It provides a GUI-based configuration mechanism, permission-based access to functions by user role and rule-based access to data and data fields. The new Advanced Audit mechanism records all system access, including creation, print and search operations in a separate secure database.

Commentary

- In the latest Local Government Marketscope report from Gartner published in 2011, Lagan achieved the highest possible “strong positive” rating for a second successive time, the only company to achieve this in the Local Government sector over the last four years.
- *“With Version 8, we are responding to the demands of our increasingly sophisticated customer base, particularly through improved support for our customers’ evolving channel shift strategies”* said Mark Duffell, CEO 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. Version 8 gives our customers important mechanisms to help them address this challenge.”*

Solution Availability

- Lagan Version 8.0.2 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

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