

FOR IMMEDIATE RELEASE

Minister Announces 109 Jobs in £7 Million Investment

Sunnyvale, Calif. February 16, 2011 -- Enterprise Minister Arlene Foster today announced that KANA Software Inc, a leading US-based technology firm, is to create 109 high quality jobs in Belfast.

Invest Northern Ireland has offered £981,000 to help the company open a new development, consulting services and technical support unit in Belfast.

KANA Software, which acquired local firm Lagan Technologies in November 2010, specialises in technology used in service experience management. Hundreds of high calibre, world-leading companies, including Adidas, Nokia and eBay, utilise KANA's solutions to deliver great customer service experiences online and in the contact centre. Lagan will continue to trade within the KANA organisation and will maintain its internationally recognised focus on Government to Citizen Technology.

The combined businesses will trade from the existing Lagan Technologies facility, which has been headquartered in Belfast since 1994. Over the next three years, KANA will more than double the workforce of the newly-combined businesses, strengthening Belfast's position as one of the UK's leading technology hubs.

Announcing the investment the Minister said: "Once again Northern Ireland is the location of choice for an international company seeking a cost competitive environment and a skilled workforce. Following the acquisition of Lagan Technologies by KANA last year, Invest NI worked closely with KANA to promote this region as an investment location.

"Having evaluated other options including India, China, the Philippines and Eastern Europe, KANA Software recognised the value of our skills base, strong cultural links with the US and the support offered by Invest Northern Ireland."

"The ICT sector has been identified as a key sector for driving economic growth through the creation of high quality jobs. This investment by KANA, one of several substantial inward investments recently secured by Invest NI, will further strengthen the sector here and enhance Northern Ireland's reputation as a premier location for high quality ICT projects."

Mark Duffell, Chief Executive Officer of KANA Software, said: “We are delighted to be making this significant investment in Belfast, which becomes KANA’s leading international hub, serving the needs of our global client base across all the company’s functions. Although KANA counts half of the Fortune 100 companies among its clients, the company is keen to increase its European footprint. The new unit in Belfast will also help us to target the European market and will become the focal point for the development, deployment and support of current and new technology, creating global opportunities for our business and our employees.

Notes to the editor

KANA Software Inc is investing £7,810,836 which includes an offer of support from Invest NI totaling £981,000.

The KANA Group employs 321 staff in the US, Great Britain, Ireland, Northern Ireland, Australia and Japan.

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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