KANA®, A Verint® Company is a leading provider of cloud and on-premises customer service solutions. We help global organizations—including mid-market businesses, public sector agencies and many of the Fortune 500—optimize their engagements with consistent and contextual customer journeys across agent, Web, social and mobile experiences. Using KANA solutions, organizations can reduce operational costs, increase resolution rates and improve brand loyalty.

Verint® (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions. Actionable intelligence is a necessity in a dynamic world of massive information growth because it empowers organizations with crucial insights and enables decision makers to anticipate, respond and take action. Verint Actionable Intelligence solutions help organizations address three important challenges: customer engagement optimization; security intelligence; and fraud, risk, and compliance. Today, more than 10,000 organizations in over 180 countries, including over 80 percent of the Fortune 100, use Verint solutions to improve enterprise performance and make the world a safer place.

Dynamic Global Presence

Headquartered in Melville, NY, with offices around the globe

4,400+ professionals worldwide, plus a global network of partners

Founded 1994

Blue Chip Customers

10,000+ customers in more than 180 countries

>80% of Fortune 100 companies count on our solutions

Committed to Innovation

600+ global patents and patent applications

Focused investments in ground-breaking research and development and targeted acquisitions

Recognized for Market Leadership & Value

Top 20% Member of the Global Software 500

A leader in The Forrester Wave™: Customer Service Solutions For Enterprise Organizations, Q2, 2014

A leader in The Forrester Wave™: Dynamic Case Management, Q1, 2014

Verint named a leader in Gartner Magic Quadrant for Contact Center Workforce Optimization, Nov 20, 2013

Experience Counts™

www.kana.com
Transforming Customer Engagement™

“Customer engagement, which should not be confused with the customer experience, goes beyond managing the experience at touch points to include all the ways companies motivate customers to invest in an ongoing relationship.”  

Source: McKinsey

Demand for our solutions is being driven by organizations’ needs to respond to consumers’ expectations for a more personalized, contextual and consistent experience across all service channels to drive better business outcomes.

We do this by

- Enriching interactions
- Improving processes
- Optimizing the workforce

The result is

- Enhanced Revenue
- Increased Customer Loyalty
- Improved Operational Efficiency
- Reduced Risk
- 75% improvement in Agent Productivity
- Tripled First Call Resolution to 90%
- 60% reduction in Case Resolution Time
- $1m saving in just 12 months as a result of Call Deflection

Find out more: http://bit.ly/1ktIblh

Get Engaged: www.kana.com  info@kana.com

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Source 2. From McKinsey & Company, Article – Five ‘no regrets’ moves for superior customer engagement

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