

Servigistics Acquires Kaidara

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Kaidara's knowledge management solution to be key component of Servigistics' Service Lifecycle Management (SLM) solution suite

ATLANTA, April 6 /PRNewswire/ -- Servigistics, the worldwide leader in [Service Lifecycle Management software](#), announced today that it has acquired Kaidara, a provider of customer service software applications for knowledge management, intelligent search, complex diagnostics, analytics and user experience. Kaidara's solutions will be brought to the market as the Service Knowledge Management component of Servigistics' comprehensive [SLM](#) solution suite.

"Kaidara has been a strong partner of Servigistics since 2008, and we serve a number of joint clients. Knowledge management provides valuable issue diagnosis and resolution information to professionals in the technical service environment to improve first-time fix rates, avoid unnecessary dispatches, and enable end-customer self-service," said Eric Hinkle, CEO, Servigistics. "We are excited to formally bring Kaidara's proven software into our SLM solution suite to extend the benefits we offer service organizations managing critical problem resolution."

With the [Servigistics Service Knowledge Management solution](#), companies can reduce troubleshooting time by effectively sharing the technical knowledge base they build up over time. This decreases the number of service calls by enabling self-service resolution, reduces service employee ramp-up time by providing a diagnosis framework, improves product reliability by identifying and tracking quality issues, boosts call center and field engineer productivity, increases first-call-fix rates through early and accurate diagnosis, and avoids service calls for problems that can be resolved remotely or by the customer.

"With the acquisition of Kaidara, Servigistics reinforces its position as the SLM software market leader with a complete solution platform for enabling world-class post-sale service," said Damien Choisel, CEO, Kaidara. "The combination of Kaidara's knowledge management experts and solutions gives Servigistics clients another competitive advantage by building high customer satisfaction and loyalty as well as profitable growth."

The newly branded [Servigistics Knowledge Management Solution](#) will provide:

- A single repository to serve as a knowledge store and as a source for interactions through any channel and through multiple languages simultaneously.
- Interactive diagnostics with advanced retrieval methods to deliver highly precise results, no matter how the problem is described or how the underlying content is written.
- Multiple search modes to meet the needs of a wide user skill range, from the novice to the expert, giving consistent responses to resolve issues correctly the first time.

About Servigistics

Servigistics is the worldwide leader in service lifecycle management software. The company's award-winning solutions deliver value across the service supply chain, including parts planning and pricing, field service management, returns and repair management, logistics and warehouse management, warranty management, and knowledge management.

The breadth and depth of the solution set enables companies to transform their global service operations by dramatically increasing profitability, cash flow, and customer loyalty. Servigistics' Oracle Fusion and SAP Netweaver-certified solutions have been deployed and proven globally by a highly referenceable client base of market-leading companies across industries in high technology, aerospace and defense, motor vehicles, telecommunications, medical equipment, and consumer and industrial products. Servigistics is a privately-held company headquartered in Atlanta, with regional headquarters in the UK, Japan, and India, and sales and service professionals around the world. Please contact Servigistics at 1.888.942.8623 or +1.770.565.2340, via e-mail at info@servigistics.com, or via the Web at <http://www.servigistics.com>.

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