

# CRM Vendor Kana Buys eVergance

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eVergance, a management consulting firm as well as an systems integrator, provides services for CRM optimization and Web self-service deployments.

Customer relationship management provider Kana Software announced May 7 that it has agreed to acquire systems integrator eVergance Partners LLC.

The terms of the deal are undisclosed.

eVergance, a management consulting firm as well as an SI, provides services for CRM optimization and Web self-service deployments.

Kana offers software for e-mail and e-service, call center and Web self-service. With the addition of eVergance, Kana plans to double its professional services portfolio.

"Demand for professional services to optimize and extend Kana's solutions is at an all time high," said Michael Fields, CEO and chairman of Kana, in Menlo Park, Calif.

eVergance brings over 200 customer service engagements to the table, Fields said.

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