

Digital Networks invests in Customer Service and Support Software provider Kaidara

28 February 2003, Paris Digital Networks, together with existing investors Galileo, CDC Ixis Innovation, ACE and Rothschild, have invested €4 million to finalize a €8 million series B round of funding in Kaidara S.A., a provider of advanced customer service and support solutions based in Los Altos, California and Paris, France.

Kaidara is a provider of enterprise software to the customer service and support groups of complex technology companies in the electronics, engineering, automotive and chemicals sectors. The company provides knowledge management software that enables the capture and retrieval of diagnostic and troubleshooting cases by customers through web self service or CD Rom. The company was founded by Michel Manago and Eric Auriol, leaders in the field of case-based reasoning, who were joined in 2002 by Dominique Chatelin, formerly of Netscape and Imediation.

The investment by Digital Networks and the existing investors will support the company's expansion in Europe and North America, following recent wins with blue chip customers including Cisco, Rhodia and DaimlerChrysler. Nenad Marovac, Managing Partner at Digital Networks, will join the Kaidara board.

Francesco di Valmarana, Partner at Digital Networks, commented: "The investment in Kaidara is a significant one for Digital Networks as it is our first in France, and we are extremely pleased to be part of this first-rate company with excellent co-investors. Digital Networks has significant experience in the sector through our investment in Endeca, and we have been looking to increase our exposure to enterprise software companies that provide immediate relief to real customer pain. Kaidara, with its ability to automate complex diagnostic routines for the most technical sectors, including electronics, engineering, automotive and chemicals, offers it customers immediate ROI in their most critical area, customer support. Their customer list includes names like Rhodia, Wartsila, NEC, DaimlerChrysler and Cisco, and is proof of the team's ability to offer real solutions to customer worldwide. We look forward to working with Michel and Dominique to support Kaidara's growth in both Europe and North America."

"We are very pleased to have Digital Networks join Kaidara's investor base," said Michel Manago, Chairman and Chief Executive Officer of Kaidara. "Kaidara's ability to generate funding and secure world class partners in the investment community showcases the market opportunity, and value of Kaidara's products and services. Digital Networks, with its pan-European and North American roots, fits very well with our focus. Their extensive experience in our market space will be very welcome as well."

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Note to Editors

About Digital Networks:

Digital Networks is a pan-European venture capital firm backed by leading institutional investors in Europe and the United States. Its focus is to invest in information technology companies based in, or active in, Western Europe. The professionals of Digital Networks bring over 30 years of private equity experience to their investments, and actively work with portfolio companies to steward their growth through the various stages of development. Recent investments include Endeca Technologies, a developer of data navigation solutions, JacobsRimell, the leading OSS provisioning company, and Empower Interactive, provider of mobile application messaging infrastructure.

The firm looks to invest €1-10 million per company and concentrates its investment activities in the United Kingdom, Germany, France and the Nordics. Additional information about the firm's strategy, objectives and activities can be found on its web site, www.dn-global.com.

About Kaidara:

Kaidara is a leading provider of advanced service and support solutions for manufacturers of complex products. By accelerating the resolution of customer service requests, Kaidara solutions enable Global 2000 firms to drastically reduce the cost of customer service delivery. Kaidara enables immediate and accurate first-time responses to customer requests through both self-service and assisted interaction channels. Call centre agents, online service centres, email, and other service channels correctly direct repairs, answer questions and solve difficult service problems using Kaidara solutions. Through any interaction channel, and in any language, Kaidara is the only platform proven to accelerate the delivery of customer service in the most complex support environments. Customers include CFM International, DaimlerChrysler, NEC Computers International, Freightliner, General Motors, Legrand, National Semiconductor, PSA Peugeot Citroen, Rhodia, Schneider Electric and Wartsila NSD. Kaidara is located in Los Altos, California and Paris. For more information, visit www.kaidara.com.

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Kaidara

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