SVB Financial Group

(SVB Alliant of Palo Alto, Calif. represented Kanisa in this transaction.)

Knova Software Formed by Merger of ServiceWare and Kanisa

New Powerhouse in Customer Service Software Sets Standard for Service Resolution Management

Cupertino, CA, March 21, 2005 Knova Software™ (OTC Bulletin Board: SVWN), today launched its new identity, following the merger of ServiceWare Technologies, a respected industry veteran in Knowledge Management (KM) for customer support, and Kanisa, the technology pioneer of Service Resolution Management (SRM). The merger closed in early February forming the new combined entity, a leader in Service Resolution Management.

The combined company is widely recognized for combining powerful search and KM technologies with rich customer service applications and true business process support. By automating the service resolution process across multiple channels, Knova applications reduce service costs and increase revenues through improved customer satisfaction. More than 170 market leaders including Cingular, EDS, Ford, HP, H&R Block, Novell, Merrill Lynch, McAfee, Reuters, and QUALCOMM rely on Knova's award-winning solutions to deliver first-rate customer service.

"The creation of Knova Software through the merger of ServiceWare and Kanisa is a win for the company, its stockholders and its customers. Knova is a perfect example where the combination of two market leaders is far greater than the sum of their parts," said Mitch Kramer, senior analyst for Patricia Seybold Group. "With rich and flexible content, adaptive and self-learning search technologies, and strong navigation and business process support, Knova has an attractive suite of cross-channel customer service applications that can help customers answer questions and diagnose, report, and resolve problems. These product strengths, combined with a large customer base and good financial performance, position Knova for success."

"Our experience working with the world's leading customer service and IT organizations has confirmed that true business solutions, not tools and point technologies, are required to deliver excellent assisted-service, self-service, and collaborative-support," said Bruce Armstrong, president and CEO of Knova Software. "Our new name reflects the company's strength in knowledge management and search technologies, while conveying innovation, growth, and strength. Knova's comprehensive application suite for SRM is the choice of industry leaders because it enables world-class customer service and support."

Built on a next-generation search and knowledge management platform, Knova's suite of customer service applications automate the resolution process across multiple channels including contact centers, help desks, email, communities, and self-service sites. Regardless of where information resides, Knova empowers customer service agents and end users with universal knowledge access, rich application capabilities, and personalized, guided resolution processes. Knova's product highlights include:

- The highest-ranking solution in Web self-service according to Gartner
- A powerful natural language processing (NLP) search engine ranked by Gartner as "Visionary" in its Enterprise Search Magic Quadrant
- The first integrated suite of collaborative support applications for agent-assisted service, self-service, and peer-service communities
- The Cognitive Processor®, a patented self-learning, self-organizing knowledge management technology
- The Resolution Flow business process engine that integrates all applications to guide users step by step through the optimal resolution process
- A strong patent portfolio for KM and search technologies

"In order to exceed expectations in today's customer service and support environments, organizations must provide KM as part of a comprehensive service resolution framework," commented Liz Roche, vice president, META Group. "Customer service and support organizations are best served by technology solutions that combine industry-leading technologies, comprehensive applications and providers with impressive customer bases. Knova Software certainly fits this criteria."

Knova6, Knova's award-winning application suite is built on a next-generation search and knowledge management platform. Knova6 applications include:

- Knova Contact Center: An assisted-service application that automates the resolution process for customer service agents and support analysts
- Knova Self-Service: A next-generation self-service application that enables customers to help themselves with a personalized, proactive self-service experience
- Knova Service Desk: A robust knowledge management solution that empowers service desks to quickly resolve problems and questions
- Knova Forums: An integrated forums application for peer-service that enables customers to help each other while providing valuable feedback

About Knova Software
Knova Software is a leading provider of service resolution management applications that reduce service costs, increase revenues through improved customer satisfaction. Built on a next-generation search and knowledge management platform, Knova's suite of knowledge-empowered customer service applications automate the resolution process across multiple channels including contact centers, help desks, email, and self-service sites. Industry-leaders including EDS, Ford, HP, H&R Block, Novell, Merrill Lynch, McAfee, Reuters, and QUALCOMM rely on Knova's award-winning solutions to deliver world-class customer service. Knova Software is headquartered in Cupertino, CA. For more information, visit www.knova.com

Knova Software is a trade name of ServiceWare Technologies, Inc. The Company's Board of Directors adopted a resolution to change its corporate name to Knova Software, Inc. and directed that the proposed name change be considered at the Company's Annual Meeting of Stockholders currently scheduled for May 24, 2005. The Company has begun doing business as Knova Software effective immediately though the name change has not yet been formally approved by its stockholders.

Knova, Knova Contact Center, Knova Self-Service, Knova Service Desk, Knova Forums, Knova Knowledge Platform, Resolution Flow Engine, Resolution Flow, Resolution Wizard and Cognitive Processor are trademarks of Knova Software. All other trademarks are properties of their respective owners.

Under the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, statements in this press release that are not historical facts, including those statements that refer to the Company's plans, prospects, expectations, strategies, intentions, hopes and beliefs and the expected benefits of the use of the Knova products are forward-looking statements. These forward-looking statements are not historical facts and are only estimates or predictions. Actual results may differ materially from those projected as a result of risks and uncertainties including, but not limited to, Knova's ability to be successful in integrating the businesses of ServiceWare and Kanisa; that the anticipated cost savings from synergies of integration will be less than expected; that depreciation, amortization and potential impairment charges associated with the merger could adversely affect Knova's results of operations; that the parties' partners, customers or investors may react unfavorably to the combination; and that Knova will not be successful in combining the companies' solutions or the companies' combined solutions will not be attractive to their customers. There are also risks related to revenue expectations, Knova's software strategy, fluctuations in customer demand, performance of outside distributors and resellers, use of the Web as a delivery vehicle for customer support solutions, risks resulting from new product introductions, integration of acquired products with current offerings, customer acceptance of new products, rapid technological change, risks associated with competition, continued growth in the use of the Internet, Knova's ability to retain and increase revenue from existing customers and to execute agreements with new customers, unforeseen expenses, Knova's ability to attract and retain qualified personnel and to secure necessary financing for its operations and business development, and other market conditions and risks detailed from time to time in the Company's Securities and Exchange Commission filings. Any forward-looking statements are based on information available to the Company today and the Company undertakes no obligation to update publicly any forward-looking statements, whether as a result of future events, new information, or otherwise.

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