

SafeHarbor® Technology Corporation Changes Company Name to Safeharbor Knowledge Solutions™

New name more accurately reflects company's leadership position and expertise in knowledge solution space and progressive development of new products to address the needs of different user groups.

Seattle, WA – February 22, 2009 – [SafeHarbor Technology Corporation](#), a leading provider of knowledge solutions such as web self-service, announced a new company name, Safeharbor Knowledge Solutions. With more than 100 custom, knowledge implementations globally, the company is moving towards new solutions built upon the Safeharbor technology platform.

“Safeharbor Knowledge Solutions is quickly moving to meet the needs of our clients’ extranet, internet, mobile and social user groups. These various knowledge consumers have unique requirements regarding the content and format of information about products or services,” said John Novell SVP.

In conjunction with the name change, the company also announced the availability of two advanced solutions already in use by customers that builds on its proprietary platform:

- [SmartSupport® 4.0](#) a web self-service solution, which enables businesses to reduce customer support calls, chats and emails, while increasing customer satisfaction and reducing expenses. SmartSupport was named a KMWorld “**Trend Setting Product**” for 2009.
- [MobileSupport™ 1.0](#) allows consumers one click access to precise information with their WAP-enabled (Wireless Access Protocol) devices.

“Our new name reflects the company’s leadership position in software and services, and the new product advancements further align our commitments and expertise in providing our clients with knowledge solutions for all types of consumers,” said Novell.



Beginning today, the company has re-launched their [website \(www.safeharbor.com\)](http://www.safeharbor.com). Effective immediately, all future business activity will be conducted using the new name. There has been no change in Safeharbor's management or ownership.

About Safeharbor Knowledge Solutions (formerly SafeHarbor Technology Corporation)

Safeharbor Knowledge Solutions, a Washington based corporation founded in 1998, utilizes proprietary software that optimizes customer support solutions for mid- to large-sized enterprises, primarily in the technology, banking, communications and transportation sectors.

Safeharbor solutions apply behavioral analytics and customer satisfaction data, across a strategic mix of support channels to empower our clients' customers, whether they are consumers, agents, employees or partners. For more information please visit www.safeharbor.com.

TWITTER: Visit <http://twitter.com/safeharborks> for updates from Safeharbor.