Upland Software's RightAnswers Ranks among KMWorld's 100 Companies That Matter in Knowledge Management

Selected for developing innovative enterprise knowledge software for customer service and IT support organizations.

AUSTIN, Texas, May 10, 2017 /PRNewswire/ -- Upland Software, Inc. (Nasdaq: UPLD), a leader in cloud-based Enterprise Work Management software, is pleased to announce that its RightAnswers knowledge management platform earned, for the fifth time the title of 100 Companies That Matter in Knowledge Management by KMWorld.

"We are very pleased to add an award-winning knowledge management solution to our suite of products for project and IT management, workflow automation, and digital engagement," said Sean Nathaniel, CTO and SVP of Workflow Automation Solutions, Upland Software. "RightAnswers software furthers our mission of empowering organizations to work smarter and more efficiently."

RightAnswers transforms the contact center and IT support desk by enabling organizations to create knowledge that's easier to find by support agents, as well as by customers and end-users through self-service. By finding the right information faster, RightAnswers improves the customer experience and customer satisfaction for customers in industries such as Financial Services, Technology, Utilities, Healthcare/Pharma, and Retail.

"Those designated to this year's list of KMWorld 100 Companies That Matter in Knowledge Management run the gamut of capabilities, but share such similar characteristics as innovation, ingenuity, usefulness, and resourcefulness," says KMWorld Editor Sandra Haimila. "Moreover, the companies on this list create solutions that help their customers turn vast amounts of data into usable knowledge that they can leverage to enhance collaboration, gain insights, and achieve their goals."

Recently acquired by Upland Software, RightAnswers is an award-winning cloud-based knowledge management solution for improving customer service and IT support. Its flagship product, the Enterprise Knowledge Hub, promotes knowledge-sharing across the organization, increasing employee engagement and overall productivity and efficiency. RightAnswers integrates seamlessly with CRM and ITSM systems like Salesforce.com and ServiceNow, as well as with multiple content sources like SharePoint and Upland FileBound. For more information on Upland's acquisition of RightAnswers, click here. For more information on RightAnswers customer service and IT support solutions visit www.rightanswers.com.

About Upland Software

Upland Software (Nasdaq: UPLD) is a leading provider of cloud-based Enterprise Work Management software. Our family of applications enables users to manage their projects, professional workforce and IT investments, automate document-intensive business processes and effectively engage with their customers, prospects and community via the web and mobile technologies. With more than 2,500 customers and over 250,000 users around the world, Upland Software solutions help customers run their operations smoothly, adapt to change quickly, and achieve better results every day. To learn more, visit www.uplandsoftware.com.

For more media information, contact:

Media@uplandsoftware.com

855-944-7526

SOURCE Upland Software, Inc.