

Oracle Buys InQuira

Creates the Most Comprehensive CRM Solution with Advanced Knowledge Management Capabilities and Integrated Self-Service

Redwood Shores, CA – July 28, 2011

News Facts

Today Oracle announced that it has entered into an agreement to acquire InQuira, a leading provider of best-in-class service knowledge management software that supports web self-service and agent-assisted service. InQuira is a privately held company with headquarters in the San Francisco Bay Area with over 85 blue-chip customers.

Companies need the ability to provide a high-value, differentiated customer experience online and in the contact center.

InQuira's solutions improve customer service and satisfaction by helping customers find more relevant answers to questions online or from a service agent guided by a scalable knowledge management platform.

The combination of Oracle and InQuira is expected to deliver the most comprehensive cross channel customer support offering.

The transaction is subject to customary closing conditions and regulatory approvals. Financial details of the transaction were not disclosed.

Supporting Quotes

"The acquisition of InQuira provides Oracle with a complete knowledge management suite, integrated with self-service support, online customer forums and agent-assisted CRM," said Anthony Lye, SVP of Oracle CRM. "We expect InQuira to be the centerpiece for Oracle Fusion CRM Service. With InQuira, Oracle will provide an integrated suite of proven solutions that deliver a comprehensive and highly personalized experience for every customer, across all channels."

"With integrated knowledge management, companies have the ability to capture, create, understand and deliver the right answers when customers need it," said Mike Murphy, CEO of InQuira. "We are excited to join Oracle and offer a comprehensive cross channel customer support solution."

Supporting Resources

[Oracle-InQuira Information page](#)

[General presentation](#)

[FAQ](#)

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