

# SECURITIES & EXCHANGE COMMISSION EDGAR FILING

## Support.com, Inc.

**Form: 8-K**

**Date Filed: 2005-12-22**

Corporate Issuer CIK: 1104855

Symbol: SPRT

Fiscal Year End: 12/31

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

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**FORM 8-K**

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**CURRENT REPORT**

**Pursuant to Section 13 or 15(d) of the  
Securities Exchange Act of 1934**

**Date of Report: December 16, 2005**  
(Date of earliest event reported)

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**SUPPORTSOFT, INC.**

(Exact name of registrant as specified in its charter)

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**Delaware**  
(State or other jurisdiction  
of incorporation)

**0-30901**  
(Commission File Number)

**94-3282005**  
(IRS Employer  
Identification No.)

**575 Broadway, Redwood City, California 94063**  
(Address of principal executive offices) (Zip Code)

**Registrant's telephone number, including area code: (650) 556-9440**

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Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligations of the registrant under any of the following provisions (see General Instruction A.2. below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
  - Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
  - Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
  - Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240-13e-4(c))
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**Item 1.01 Entry into a Material Definitive Agreement.**

On December 16, 2005, SupportSoft, Inc. gave notice to its current landlord (Leland Stanford Junior University) that it was exercising its contractual renewal option to extend the lease for its current headquarter facilities located at 575 Broadway, Redwood City, California for a one year period beginning June 1, 2006. A copy of the renewal notice is attached as Exhibit 10.1.

**Item 5.02. Departure of Directors or Principal Officers; Election of Directors; Appointment of Principal Officers.**

On December 22, 2005, SupportSoft, Inc. announced the planned departure of Executive Vice President of Finance and Administration and Chief Financial Officer, Brian M. Beattie. Mr. Beattie has resigned from the Company to become the chief financial officer at a semiconductor design software company. The effective date of his resignation will be January 6, 2006.

On December 22, 2005, SupportSoft, Inc. announced the appointment of Ken Owyang, Vice President of Finance of the Company, to the position of Interim Chief Financial Officer, effective January 6, 2006.

Mr. Owyang, 41, has served as Vice President of Finance for SupportSoft since November 2004, and provided consulting services to SupportSoft since April 2004. From May 2003 until April 2004, he was an independent financial consultant to private and public companies. From November 1997 until February 2002, Mr. Owyang was employed by Marimba, Inc, an enterprise software company, initially as Controller and then Chief Financial Officer beginning in June 2000. Mr. Owyang holds a B.A. in Business Administration and Accounting from San Francisco State University.

**Item 7.01. Regulation FD Disclosure.**

On December 22, 2005, SupportSoft, Inc. issued a press release announcing the planned departure of Executive Vice President of Finance and Administration and Chief Financial Officer, Brian M. Beattie and the appointment of Ken Owyang, Vice President of Finance of the Company, to the position of Interim Chief Financial Officer, effective as of the date of Mr. Beattie's resignation on January 6, 2006. A copy of the press release is attached as Exhibit 99.1 to this Current Report.

**Item 9.01. Financial Statements and Exhibits.**

(d) Exhibits

10.1 Exercise of Lease Renewal Option dated December 16, 2005

99.1 Press Release, dated December 22, 2005, entitled "SupportSoft Announces Departure of Chief Financial Officer, Vice President of Finance Appointed as Interim Chief Financial Officer"

**SIGNATURE**

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

Dated: December 22, 2005

SUPPORTSOFT, INC.

By: /s/ Brian M. Beattie

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Brian M. Beattie  
Executive Vice President of Finance and  
Administration and Chief Financial Officer  
(Principal Financial Officer and  
Chief Accounting Officer)

## EXHIBIT INDEX

<u>Exhibit No.</u>	<u>Description</u>
10.1	Exercise of Lease Renewal Option dated December 16, 2005
99.1	Press Release, dated December 22, 2005, entitled "SupportSoft Announces Departure of Chief Financial Officer, Vice President of Finance Appointed as Interim Chief Financial Officer"

December 22, 2005

**Exhibit 10.1**

Brian Beattie  
Chief Financial Officer  
650.556.8914

**VIA E-MAIL AND OVERNIGHT COURIER**

Meg W. Davis  
Director Finance / Land and Building  
655 Serra Street, 2nd floor  
Stanford CA 94305-6114

Re: Exercise of Lease Renewal Option

575 Broadway, Redwood City, California  
Lease by and between Stanford University (as successor to MPTP Holding, LLC)  
and SupportSoft, Inc. dated October , 2001 as amended in a First Amendment  
dated May 31, 2003 and Second Amendment dated May 6, 2005  
(collectively the "Lease")

Ladies and Gentlemen:

This letter serves as SupportSoft, Inc.'s notice under the Lease that it is exercising the Renewal Option for the one year Renewal Term which shall commence on June 1, 2006.

Sincerely,

Brian Beattie  
CFO

cc: David Thede  
Cornish & Carey Commercial  
245 Lytton Avenue  
Suite 150  
Palo Alto, CA 94301

Robert Reidy  
Vice Provost - Land and Building  
655 Serra Street, 2nd floor  
Stanford CA 94305-6114

Ramsey Shuayto  
Stanford Management Company  
2770 Sand Hill Road  
Menlo Park, CA 94025

**SupportSoft Announces Departure of Chief Financial Officer**  
***Vice President of Finance Appointed Interim Chief Financial Officer***

REDWOOD CITY, Calif., December 22, 2005— SupportSoft, Inc. (NASDAQ: SPRT), a leading provider of Real-Time Service Management (RTSM™) software, today announced that Brian Beattie, chief financial officer, is leaving SupportSoft on January 6, 2006 to become the chief financial officer at a leading semiconductor design software company. Ken Owyang, SupportSoft's vice president of finance, has been named interim chief financial officer. Mr. Owyang will report directly to Radha Basu, chairman and chief executive officer of SupportSoft.

"My experiences at SupportSoft have been some of the most exciting, challenging and rewarding of my career," said Brian Beattie. "I have enjoyed the opportunity to help establish SupportSoft as a leading provider of support automation software for broadband service providers and enterprises. I am confident that SupportSoft is well-positioned for the future and I look forward to watching the Company's growth and success."

Prior to joining SupportSoft in 2004, Mr. Owyang was chief financial officer at Marimba, Inc. where his responsibilities included finance, tax, mergers and acquisitions, and investor relations. Mr. Owyang has more than 17 years of corporate finance and management experience, beginning his career as an audit manager at Coopers & Lybrand LLP.

"Since joining SupportSoft as chief financial officer in 1999, Brian has made numerous contributions and played a key role in establishing the Company in the strong leadership position it is in today. We thank Brian for his contributions to SupportSoft and wish him well as he moves into the next phase of his career," said Radha Basu. "I have great confidence in Ken's ability to lead our financial operations, as he has strong knowledge of SupportSoft's business, processes, systems, and all aspects of the Company's financial reporting and corporate governance."

**About SupportSoft**

SupportSoft, Inc. is a leading provider of Real-Time Service Management (RTSM(TM)) software designed to improve enterprise endpoint automation and technical support and enable triple play service automation for VoIP, video or broadband delivery by service providers to their customers. Digital service providers benefiting from SupportSoft solutions include Auna, Belgacom, BellSouth, Casema,

Charter Communications, Comcast Communications, Cox Communications, Time Warner, TDC Cable TV, TeliaSonera, UPC and Verizon. Enterprises that have licensed SupportSoft software for IT requirements include ADP, Bank of America, BT, IBM, Procter & Gamble, Siebel Systems, Sony and Thomson Financial. Managed service providers that utilize the Company's solutions to provide outsourced services to their enterprise customers include ACS, CGI, CompuCom and CSC. For more information, visit [www.supportsoft.com](http://www.supportsoft.com).

**For Investor Relations Inquiries:**

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(650) 556-8515  
[ir@supportsoft.com](mailto:ir@supportsoft.com)

**For Media Relations Inquiries:**

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(650) 556-8596  
[pr@supportsoft.com](mailto:pr@supportsoft.com)

*This press release contains forward-looking statements including the statements about the Company's position for growth in the future and the expected contributions by the new interim chief financial officer, which are subject to a number of risks and uncertainties, including but not limited to, competition from other vendors, lack of market acceptance of the Company's solutions, personal factors related to Mr. Owyang, the rapid pace of technological change, as well as other risks detailed from time to time in our SEC reports. SupportSoft assumes no obligation to update information contained in this press release.*