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ServiceSource Celebrates Expansion of Asia-Pacific Headquarters in Singapore, Increases Focus on Regional Market Opportunities

Expanded revenue delivery center will support regional companies pursuing accelerated international expansion and global revenue growth

SINGAPORE--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ:SREV), the global leader in customer success and [revenue-as-a-service solutions](#), today announced it has relocated its Asia-Pacific headquarters in Singapore to a new, larger and more central location in Mapletree Business City 2. The company celebrated the grand opening of its new location with a ribbon-cutting, traditional Lion Dance ceremony, as well as a reception for company executives, employees, customers and local business leaders.

This Smart News Release features multimedia. View the full release here:

<http://www.businesswire.com/news/home/20160823006351/en/>



ServiceSource executives, employees and clients celebrate the company's grand opening of the new location of its Asia-Pacific headquarters in Singapore. (Photo: Business Wire)
Asia-Pacific office, located in Manila.

"Singapore has been an excellent hub for servicing our clients based in Asia, and with heightened market demand for ServiceSource's solutions, we believe that there are exciting opportunities for our company, our employees, and our clients to continue to expand ServiceSource's presence in the region," said Brian Delaney, Chief Operating Officer of ServiceSource. "In addition to being centrally located and more convenient for our employees, clients, and prospects, our new office gives us more capacity to expand as our business grows. The office is also equipped with our state-of-the-art Revenue Lifecycle Management technology platform, enabling us to accelerate results that drive better and faster revenue outcomes for our clients."

ServiceSource first opened its Asia-Pacific headquarters in Singapore in 2010. The expansion comes on the heels of the recent grand opening of the company's fourth

"The Asia-Pacific market is highly strategic to ServiceSource, and we are continuing to bolster our presence and business in the region, from moving to our larger office in Singapore, to growing our Japan team, to opening our new facility in Manila earlier this year," said Christopher M. Carrington, CEO of ServiceSource. "Through our ongoing investments in the region and a better ability to 'right-source' for our clients, we will be better able to continue driving revenue growth for multinational businesses, as well as deepen our relationships with local companies looking to grow globally."

Internet security provider Blue Coat has been an anchor client of ServiceSource in Asia-Pacific since 2009. Currently, it works with ServiceSource to manage its renewals business across over 20 countries in the region, stretching from Japan to Pakistan, with multi-lingual support in six languages.

M. Anand Alamuru, Senior Director (APJ) Senior Renewal Sales for Blue Coat Systems, said: "There have been many benefits of working with ServiceSource as the managed services provider for our renewals business. We don't have to worry about managing staff, building a human resources team and we make no additional investments into technology and infrastructure. More importantly, we are assured by ServiceSource's high standards of professionalism, where pay is

measured by performance."

Recently named one of the [Best Companies in Asia by The Business Times magazine](#), ServiceSource currently employs nearly 200 employees in Singapore, and with the new facility has the capacity to scale to growing business. In the new facility, ServiceSource employees have access to unique wellness amenities like a gym, badminton hall and pool, convenience store, childcare center, laundromat, clinic, and food & beverage outlets.

Region-wide, the company now employs more than 1,000 employees and manages more than 40 clients. The company operates 11 locations around the world with four in the Asia-Pacific region, including Singapore, Kuala Lumpur, Manila and Yokohama.

To learn more about ServiceSource's revenue-as-a-service solutions, visit www.servicesource.com

About ServiceSource

ServiceSource (NASDAQ:SREV) provides the world's leading B2B companies with expert, technology-enabled solutions and best-practice processes proven to grow and retain revenue from existing customers. With a holistic approach to the entire revenue lifecycle, ServiceSource solutions help companies drive customer adoption, expansion and renewal. Only ServiceSource brings to market more than 17 years of exclusive focus on customer success and revenue growth, global deployments across 40 languages and 200 countries, and a powerful, purpose-built Revenue Lifecycle Management technology platform. For more information, go to www.servicesource.com.

Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding our business opportunities, challenges, and market position. These forward-looking statements are based on our current assumptions and beliefs, and involve risks and uncertainties that could cause our results to differ materially from those expressed or implied in our forward-looking statements. Those risks and uncertainties include, without limitation, fluctuations in our quarterly results of operations; our technology; the risk of material defects or errors in our software offerings or their failure to meet customer expectations; the ability to integrate our technology offerings with other third-party applications used by our customers; errors in estimates as to the renewal rate improvements and/or service revenue we can generate for our customers; our ability to grow the market for service revenue management; changes in market conditions that impact our ability to sell our solutions and/or generate service revenue on our customers' behalf; the possibility that our estimates of service revenue opportunity under management and other metrics may prove inaccurate; demand for our offering that falls short of expectations; the potential effect of mergers and acquisitions on our customer base; our ability to keep customer data and other confidential information secure; our ability to adapt our solution to changes in the market or new competition; our ability to achieve our expected benefits from international expansion; our ability to protect our intellectual property rights; the risk of claims that our offerings infringe the intellectual property rights of others; general political, economic and market conditions and events; and other risks and uncertainties described more fully in our periodic reports and registration statements filed with the Securities and Exchange Commission, which can be obtained online at the Commission's website at <http://www.sec.gov>. All forward-looking statements in this press release are based on information currently available to us, and we assume no obligation to update these forward-looking statements.

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