



November 29, 2016

ServiceSource to Present at Upcoming Industry Events in Europe

Company thought leaders to deliver keynotes at Field Service Europe and Pulse Europe; Host Recurring Revenue Symposium

LONDON--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ: SREV), the global leader in outsourced customer success and [revenue lifecycle management solutions](#), today announced that it will be presenting at three upcoming industry events in Europe the week of Nov. 28, where company executives will share revenue growth best practices in the outcome economy.

- | **Field Service Europe:** ServiceSource is exhibiting at [Field Service Europe 2016](#), Europe's Leading Service and Support Conference, taking place Nov. 29-Dec. 1 in Amsterdam. In addition, ServiceSource is delivering a keynote presentation, jointly with Leica Microsystems, titled "Hidden in Plain Sight: How To Drive New Revenue Streams From Existing Customers," and is hosting the panel discussion, "Driving More Value in your Organisation with Managed Services."
- | **Pulse Europe 2016:** On Nov. 30, ServiceSource will deliver a keynote presentation at Gainsight's Customer Success conference, [Pulse Europe](#). The keynote, "Managing The Revenue Lifecycle: A Practical Framework To Maximise Your Service Revenue," will highlight practical tools and insights gained from ServiceSource's 17+ years' experience of driving best practice service revenue performance for some of the world's leading companies. ServiceSource and Gainsight also recently [announced](#) their new Customer Success solution, [Outcome360](#), as well as their new strategic partnership.
- | **Recurring Revenue Symposium:** On Dec. 1 in London, ServiceSource will present its annual update on the latest developments and best practices in customer revenue management at its annual Recurring Revenue Symposium. Following the symposium, the company will host its 15th Recurring Revenue Forum, a stimulating idea-exchange and debate for service revenue executives combining practitioner-led case histories, expert insights and unrivalled networking opportunities.

"ServiceSource has great momentum in the EMEA region, which accounted for 24 percent of global net revenue through the end of the third quarter," said Mike Naughton, SVP and head of managed services for the EMEA region. "We've invested further in the region by attracting new talent to our Dublin and Liverpool centers, as well as opening a new office in Sofia, Bulgaria, to service our EMEA clients. In addition, significant investment has been made in technology and data analytics including the roll-out of a proprietary CRM platform. This platform optimizes sales performance for our clients and we believe it will continue to fuel their revenue growth in the region."

To learn more about ServiceSource's Revenue Lifecycle Management 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 170+ 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, market position, and the performance of our proprietary CRM platform. 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 our forward-looking statements. Those risks and uncertainties include: a decline in client renewals, the loss of one or more of our key clients, or our clients not expanding their relationships with us; the risk of problems implementing our cloud technologies or that our cloud technologies will not meet customer expectations; that the market for our solution is underdeveloped and may not grow; errors in estimates as to the renewal rate improvements and/or service revenue we can generate for our customers; 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; 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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