



August 28, 2014

ServiceSource Continues Nashville Expansion with the Creation of 100 New Jobs

ServiceSource bolsters its Nashville presence as the third largest technology employer while building a bridge with Silicon Valley's largest companies

NASHVILLE, Tenn.--(BUSINESS WIRE)-- At a press conference today with Nashville Mayor Karl Dean and the Chamber of Commerce, ServiceSource announced plans to expand its Nashville sales center and create 100 full-time permanent jobs to support its rapidly growing customer base. With now over 800 local employees, ServiceSource is the third largest technology employer in the greater Nashville area. The Nashville sales center also supports many major Silicon Valley-based customers, providing a unique high-tech linkage with the San Francisco Bay Area.

"For more than six years, ServiceSource has been a strong partner with Nashville, providing both employment opportunities and philanthropic support to the local community," said Nashville Mayor Karl Dean. "Their presence here has added energy to our already vibrant downtown, and their plans for 100 new jobs speak to the economic vitality of our city. In working with some of the biggest technology companies in the world, ServiceSource's local success is a testament to Nashville's emerging tech sector."

ServiceSource first opened an office in Nashville in 2008 with 20 employees and rapidly expanded its presence in 2012 as part of Governor Bill Haslam's jobs drive. With a fast growing business, the company's local headcount has expanded over the past three years from 500 employees to over 800. Today, the Nashville office represents ServiceSource's largest sales center, and occupies eight floors across 120,685 square feet in the ServiceSource tower, which has become a distinctive fixture on the Nashville skyline.

"Nashville is an emerging technology hub in the United States," said Grant Clarke, Vice President of Selling Services at ServiceSource. "Nashville's vibrant culture and entrepreneurial spirit are key ingredients to building a dynamic workforce. Without the continued support from the city of Nashville, we could not have grown and scaled in such a short period of time to meet the needs of our customers."

With the infusion of 100 new employees, ServiceSource plans to hire sales representatives and other support staff that manage service contract and subscription renewals for over 40 hardware, software, SaaS, and healthcare technology companies. Current customers supported from the Nashville sales center include Adobe, Affymetrix, Beckman Coulter, Cardiac Science, Gerber, Google and Siemens. As Nashville emerges as a new hub of technology innovation in the United States, ServiceSource provides a unique connection with many of these prominent tech brands based in Silicon Valley and the San Francisco Bay Area.

About ServiceSource

ServiceSource International, Inc. (NASDAQ: SREV) is the global leader in cloud-based recurring revenue management solutions. The company helps customers drive growth and build long-standing relationships across the customer lifecycle with the industry's most comprehensive data management, analytics, automation and services capabilities. Through Renew OnDemand[®], Scout[®] and proven services, ServiceSource delivers higher subscription, maintenance, and support revenue, improved customer retention, and increased business predictability. Headquartered in the Cloud Corridor of San Francisco, ServiceSource[®] manages \$14.5 billion in recurring revenue for the world's largest and most respected technology and B2B companies. For more information, please go to www.servicessource.com.

Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding the benefits of ServiceSource offerings, our managed services, our Renew OnDemand cloud platform and application, and/or our Scout application. 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; the risk of material defects or errors in our software offerings or their failure to meet customer expectations; migrating customers to Renew OnDemand; the ability to integrate Renew OnDemand or Scout 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; our ability to protect our intellectual property rights; the risk of claims that

our offerings infringe the intellectual property rights of others; changes in market conditions that impact our ability to sell the Renew OnDemand or Scout solution 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; 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; 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.

Connect with ServiceSource:

<http://www.facebook.com/ServiceSource>

<http://twitter.com/servicesource>

<http://www.linkedin.com/company/servicesource>

<http://www.youtube.com/user/ServiceSourceMKTG>

Trademarks

ServiceSource, Renew OnDemand, Scout and any ServiceSource product or service names or logos above are trademarks of ServiceSource International, Inc. All other trademarks used herein belong to their respective owners.

Media Contact for ServiceSource

ServiceSource

Ebony Lincoln, 615-523-5094

elincoln@servicesource.com

or

ServiceSource

Randy Brasche, 415-901-7719

rbrasche@servicesource.com

Source: ServiceSource International, Inc.

News Provided by Acquire Media