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ServiceSource Announces Plans to Hire 100 Positions in New Service Delivery Center by Mid-2016

Opening First Quarter 2016, New Facility Will Have Capacity for up to 500 Employees

BONIFACIO GLOBAL CITY, Philippines--(BUSINESS WIRE)-- [ServiceSource](#)® (NASDAQ:SREV), the San Francisco-based global leader in customer revenue growth and retention solutions, today announced plans to fill approximately 100 new positions by mid-2016 based in the company's new service delivery center located in the heart of Bonifacio Global City (BGC). Opening in January of 2016, the new state-of-the-art facility will bring a potential of up to 500 new positions to the area over the next year.

ServiceSource operates in the B2B space and specializes in Knowledge Process Outsourcing (KPO), which demands a higher-end skill set from employees. These initial KPO roles will support the revenue lifecycles of ServiceSource's clients, and will mostly consist of front-line operations specialists, inside sales representatives and experienced inside sales managers.

"Our customers aren't looking to ServiceSource as an 'out-sourcer'—they're asking for 'right-sourcing', which means providing them with the right talent, in the right geographic markets and the right technology," said Christopher M. Carrington, CEO of ServiceSource. "Our new expansion into the Philippines fulfills that critical value and represents a strategic step in growing our company. We look forward to building a successful ServiceSource team here."

The company is currently accepting applicants and holding interviews in the area. In addition to the central location and premium facility, ServiceSource will offer a highly competitive, above-market compensation package and benefits to attract the top-end of local talent. As ServiceSource employees, selected candidates will have access to a comprehensive professional and career development support program offered by the company. Interested candidates are encouraged to join ServiceSource's Philippines Facebook page (www.facebook.com/ServiceSourcePH) for more information and can also inquire about openings by emailing their CVs to apply@servicesource.com.

"The Philippines has a well-established and mature BPO market," said VP of Managed Services James Keating, who will lead the new facility. "With that foundation, the Philippines is primed to enter into the next phase of support for Fortune 100 companies by supporting their B2B transactions and by taking on more advanced KPO-focused roles."

The new center marks ServiceSource's tenth global location, and fourth in the Asia-Pacific Japan (APJ) region, following office openings in Singapore, Kuala Lumpur and Yokohama.

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 15 years of exclusive focus on customer success and revenue growth, global deployments across 40 languages and 150 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 new service center. 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; migrating customers to our SaaS offerings and the ability to integrate such 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 SaaS 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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