



September 15, 2015

## ServiceSource Appoints Judy Morris as Chief Human Resources Officer

*Passionate Internal Champion for Culture, Mission, Vision and Values to Complete Company's New Leadership Team*

SAN FRANCISCO--(BUSINESS WIRE)-- [ServiceSource®](#) (NASDAQ:SREV), the global leader in recurring revenue growth and customer success management, today announced it has appointed seasoned HR executive Judy Morris as the company's Chief Human Resources Officer. Morris will lead ServiceSource's HR team across all regions focusing on the attraction, development and retention of talent at all levels. Morris will also play an instrumental role in shaping the company's future by defining an HR vision and strategy that ties together culture, systems, processes and programs across the entire global organization.

"As a company where services play a major role in the solutions we provide to B2B enterprises, our people are the backbone of ServiceSource. This is why we took great care to find an HR leader who is experienced, passionate, high-energy and ready to make a big impact—and we found that in Judy," said Christopher M. Carrington, CEO of ServiceSource. "Judy is a tremendous HR leader with extensive experience working within global, services-based companies and the passionate, entrepreneurial spirit that we need to complete our leadership team. Judy will represent all of our employees and serve as the internal champion of our commitment to culture, mission, vision and values."

In her new role, Morris will be responsible for all aspects of HR leadership, and for designing and implementing human resources strategies and services that serve the current demands and anticipate the future needs of the company. In addition, Morris will be responsible for creating and managing an effective high-volume talent acquisition strategy to ensure the appropriate level of hiring is met to support the company's rapidly expanding client and organizational needs.

"I've always been passionate about cultivating employees and the cultures that encourage them to thrive, and with ServiceSource poised for growth and continued leadership in the [Revenue Lifecycle Management](#) space, I'm delighted to join this talented team at such an exciting time," said Morris.

Prior to joining ServiceSource, Morris served as Senior Vice President of HR at Dallas-based Aegis Global. Before Aegis, she was Vice President of HR of the Americas region with Sitel, where responsibilities included HR services for more than 26,000 employees in eight countries. In previous roles, Morris has served as Vice President of Human Resources at Comcast, leading the HR function for the Colorado region; and Director of HR at Archstone-Smith. During her HR career, Morris was also the Vice President of HR, and first employee, at Cloud 10 Corporation where she built the entire HR function from the ground-up to serve its 3,000 remote employees in 29 states.

### 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.servicessource.com](http://www.servicessource.com).

### Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding the prospects for ServiceSource's business and offerings. 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 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; 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 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; 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.

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