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ServiceSource Appoints Patricia Elias as General Counsel

SAN FRANCISCO--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ:SREV), the global leader in customer success and [Revenue-as-a-Service solutions](#), today announced it has appointed veteran attorney Patricia Elias as Senior Vice President and General Counsel, effective immediately. Elias brings more than 18 years of in-house and law firm experience to the company, and will oversee all aspects of the company's worldwide legal operations.

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

<http://www.businesswire.com/news/home/20160920005529/en/>



"Our clients and global companies across all industries are transitioning to cloud- and subscription-based business models, requiring more comprehensive customer success solutions like the ones ServiceSource delivers," said Christopher M. Carrington, CEO of ServiceSource. "Patricia's extensive legal background in cloud services, her business acumen and her international experience will be extremely valuable as we accelerate ServiceSource's growth in this space, and we're delighted to welcome her to our leadership team."

Prior to joining ServiceSource, Elias was Vice President and Deputy General Counsel at ViaWest, Inc., a provider of colocation services and hybrid IT solutions. Elias brings considerable experience as a corporate and securities attorney to the ServiceSource team, including expertise in cybersecurity, commercial transactions, and mergers and acquisitions. In addition to previous experience on the legal team at Flex (NASDAQ: FLEX) and at law firms Brobeck, Phleger & Harrison, and Hogan & Hartson, Elias has also served as a Lecturer at the University of Denver's Daniels College of Business. Elias earned her law degree from Georgetown University and her undergraduate degree from Duke University.

"I've seen first-hand the transformational impact of the cloud, and with this ongoing trend presenting growing opportunities for ServiceSource, I'm thrilled to bring that experience and expertise to the team during this exciting time for ServiceSource," said Elias.

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 the potential market for our solutions, our business opportunities, and our potential to accelerate growth. 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 in 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 relatively 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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