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## ServiceSource to Deliver Presentations on Driving Customer Success and Revenue Growth at Technology Services World (TSW) 2017

SAN DIEGO--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ: SREV), a global leader in [outsourced customer success and revenue growth solutions](#), today announced that it will deliver three presentations at the [Technology Services World \(TSW\) 2017 conference](#), being held May 1-3 in San Diego at the Hilton Bayfront. As a platinum sponsor of the annual conference, ServiceSource will also be exhibiting its solutions at booth #20, offering expertise on implementing customer success programs that grow revenue in today's outcome economy.

- 1 ServiceSource's EXPO presentation, titled "Time is Money - Rapidly Scaling to Meet Today's Revenue Challenge," is scheduled for Tuesday, May 2, at 1 p.m. in Aqua Salon AB. The presentation will discuss how sales leaders can overcome time-consuming corporate processes and organizational challenges that stand in the way of quickly capitalizing on new revenue opportunities. Attendees will learn how to improve the agility and scalability of their sales teams and capture new revenue opportunities before their competition.
- 1 ServiceSource's case study presentation, "Expanding Customer Lifetime Value via the Journey to the Cloud," is scheduled for Tuesday, May 2, at 2 p.m. in Sapphire E. In this session, ServiceSource will present a case study about how its client, a worldwide leader in cloud-based productivity solutions, partnered with ServiceSource to drive additional revenue from its SMB customer segment during the client's massive migration to the cloud. The session will reveal how the client was able to shift from a reactive, renewals-centric approach to a proactive engagement strategy throughout the customer journey, resulting in Customer Lifetime Value (CLV) growth.
- 1 ServiceSource will also co-present with Cisco at the session, "Customer Success Managers: Building the Pyramid." The joint presentation, scheduled to take place at 11 a.m. on Tuesday, May 2, in Aqua Salon C, will discuss how to plan optimal resourcing for customer success teams and how to build a team that scales.

"ServiceSource has been attending TSW for nearly a decade, and it's always a great opportunity to connect with technology and services leaders and to discuss the latest best practices and strategies for improving customer engagement and growing recurring revenue," said Christopher M. Carrington, CEO of ServiceSource. "As the world continues to move toward outcomes-based customer relationships, we're looking forward to sharing our own expertise and solutions that will help B2B companies find, convert, grow, and retain revenue."

To learn more about ServiceSource's customer success and revenue growth solutions, visit [www.servicesource.com](http://www.servicesource.com).

### About ServiceSource

ServiceSource (NASDAQ:SREV) is a global leader in providing outsourced, performance-based revenue growth and customer success outcomes. ServiceSource's Revenue-as-a-Service platform is designed to measurably accelerate customer ROI by helping companies to more efficiently and effectively find, convert, grow and retain their B2B customer relationships. Trusted by more than 65 global market leaders in the cloud/XaaS, software, technology hardware, healthcare & life sciences and industrial sectors, ServiceSource sells, manages or renews \$9+ billion of revenue annually on behalf of its clients. By leveraging a robust technology suite, predictive data models and more than 3,000 revenue delivery professionals, only ServiceSource brings to market over 15 years of expertise and the ability to drive recurring revenue growth in 35 languages to more than 170 countries. To learn more, visit [www.servicesource.com](http://www.servicesource.com).

### Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding our business opportunities, challenges, and market position. 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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