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Qlik Partners with ServiceSource to Grow Recurring Revenue through Optimized Customer Success

SAN FRANCISCO--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ: SREV), a global leader in [outsourced customer success and revenue growth solutions](#), has been selected by Qlik Technologies Inc. ([Qlik®](#)), a leader in visual analytics, to support Qlik's continued market success.

Under the terms of the global, multiyear agreement, Qlik will leverage ServiceSource's best-in-class technology capabilities, global revenue delivery centers and multilingual recurring revenue experts to further strengthen customer adoption, retention and growth.

"The business intelligence industry is growing rapidly, and with ServiceSource, we are even better able to capitalize on this opportunity," said Tim MacCarrick, CFO of Qlik. "By aligning with ServiceSource, we are able to accelerate our global efforts to grow current customer relationships, drive revenue through our distribution network and scale key customer retention processes."

"Our engagement with Qlik is a great example of how successful, innovative and forward-thinking organizations can work with ServiceSource to recognize even more value from their install-base customers and continue to efficiently grow their share of wallet in an expanding market," said Christopher M. Carrington, CEO of ServiceSource. "We are excited about the partnership and look forward to playing a key role in supporting Qlik's ongoing growth and success."

To learn more about ServiceSource's customer success and revenue growth solutions, visit 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.

About Qlik

Qlik is the leading visual analytics platform and the pioneer of user-driven business intelligence. Its portfolio of cloud-based and on-premise solutions meets customers' growing needs from reporting and self-service visual analysis to guided, embedded and custom analytics, regardless of where data is located. Customers using Qlik Sense®, QlikView® or Qlik Cloud®, gain meaning out of information from multiple sources, exploring the hidden relationships within data that lead to insights that ignite good ideas. Headquartered in Radnor, Pennsylvania, Qlik does business in more than 100 countries with over 40,000 customers globally.

Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding ServiceSource's 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; 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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