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ServiceSource Announces Plans to Open Service Delivery Center in Philippines

Opening First Quarter 2016, New Facility Expands Company's Global Reach and Capacity to Address Growing Market for Revenue Lifecycle Management

SAN FRANCISCO--(BUSINESS WIRE)-- [ServiceSource®](#) (NASDAQ:SREV), the global leader in customer revenue growth and retention solutions, today announced it is expanding its global presence and accelerating its growth engine with a new service delivery center in the Philippines. The new facility, located in a region fast becoming a hub for global enterprise expansion, is scheduled to begin operations in the first quarter of 2016. As a result, ServiceSource will vastly increase its global competitiveness, expand its capacity to serve current and future customers, as well as accommodate the growth in demand for its Revenue Lifecycle Management (RLM) solutions around the world.

This new Philippines center will increase ServiceSource's capacity to deliver 24/7 operations, enabling the company to provide faster delivery times and execute sales-related activities at a larger scale. In addition, the center will expand the company's best-in-class global support coverage with direct access to a growing pool of well-educated, English-speaking talent. With plans to grow to 500 employees, this move will provide the company with the ability to locate a variety of standardized, process-driven activities within this center, increasing capacity for more strategic and high-touch roles in other in-market centers. The new center will also allow the company to pilot and integrate next-generation delivery technologies from the ground-up and deploy them at scale, providing for an even more seamless sales support experience.

"The top-quality and rapidly growing workforce in the Philippines has made it one of the most attractive markets for global companies looking for further expansion opportunities," said Christopher M. Carrington, CEO of ServiceSource. "This new service delivery center is yet another proactive and strategic step ServiceSource has taken toward driving two of our key corporate initiatives: growth and profitability. In addition to providing 24/7 support and shorter turnaround times for our global customers, we will also now be more competitive on a global scale and better positioned to fulfill the increasing interest in our suite of Revenue Lifecycle Management solutions—especially as companies intensify focus on growing and retaining their existing customer revenue."

The center will play a key role as ServiceSource continues to build its overall leadership in the RLM space. With the increased capacity that this center will create in the company's current in-market centers, the company will be able to dedicate more resources to strategic selling and customer success-related activities associated with RLM.

"As locked-in contracts become a thing of the past, and companies are challenged to fight for each customer continuously, we're seeing more and more excitement build around RLM and its proven approach to grow and retain recurring revenue," said Greg Hopkins, Chief Customer Officer for ServiceSource. "Enabling our domestic and in-market centers to better focus on building that momentum will also be critical to growth and to helping our customers realize the revenue generating benefits of those solutions."

Leading the company's newest location will be James Keating, whose career spans 13 years as an experienced and effective sales operator with proven proficiency in all aspects of Managed Services. Most recently, James served as the Operations Leader at Convergys, managing the flagship sales site in the Philippines where he oversaw operations for 2,000 employees across 8 global accounts.

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.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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