



November 15, 2016

Customer Success Leaders Gather at 12th Annual ServiceSource Summit

Exclusive forum brings together executives and thought leaders to learn, discuss and share winning customer success strategies for the outcome economy

NEWPORT BEACH, Calif.--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ: SREV), the global leader in outsourced customer success and [revenue lifecycle management solutions](#), is hosting its 12th annual ServiceSource Summit executive event this week at the world-class Pelican Hill Resort in Newport Beach, Calif. The exclusive, invite-only forum brings together nearly 100 customer success-focused leaders from the world's leading enterprises and addresses key topics and strategies to power revenue relationships in the new outcome economy.

Executives from forward-thinking [companies will share the latest innovations](#) in customer success, recurring revenue management and cloud transition strategies. The event will also feature insightful case studies and proven best practices presented by ServiceSource executives, as well as presentations from renowned thought leaders, including:

- | J.B. Wood, president and CEO of the Technology Services Industry Association (TSIA)
- | Nick Mehta, CEO of Gainsight
- | Simon Sinek, author of two bestsellers "Start With Why" and "Leaders Eat Last"
- | Doc Hendley, 2009 CNN Hero and Founder and President of Wine to Water

"The outcome economy is driven by a more demanding set of buyers who are looking to purchase the certainty of an outcome rather than the promise of a set of related capabilities, and we're proud to host this event that will equip attendees with the tools to succeed in this new dynamic," said Christopher M. Carrington, CEO of ServiceSource and presenter at Summit 2016. "Summit is unique in that it gathers an engaged community of senior executives in an exclusive environment to share and learn best practices that grow, retain and maximize customer revenues."

Presentations and video from the event will be available in the weeks after the event. To access, or for more information about this invitation-only event for senior executives, visit www.servicessource.com/summit2016.

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.servicessource.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 those expressed or implied in our forward-looking statements. Those risks and uncertainties include, without limitation, fluctuations in our quarterly results of operations; our technology; the risk of material defects or errors in our software offerings or their failure to meet customer expectations; the ability to integrate our technology 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; 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; demand for our offering that falls short of expectations; the potential effect of mergers and acquisitions on our customer base; 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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