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ServiceSource Celebrates Grand Opening of Revenue Delivery Center in Sofia, Bulgaria

Company's 11th Global Location Increases Capacity, Scalability and Multilingual Capabilities

SOFIA, Bulgaria--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ:SREV), the global leader in customer success and [Revenue-as-a-Service solutions](#), today announced the official grand opening of its new revenue delivery center in Sofia, Bulgaria. [After announcing plans to open the center in February](#), the company celebrated the opening of its 11th global location with an official ribbon-cutting ceremony this week. In attendance were company executives CEO Christopher M. Carrington and COO Brian Delaney, clients, and representatives from the U.S. embassy in Bulgaria, the government of Bulgaria, business organizations, and diplomatic missions.

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

<http://www.businesswire.com/news/home/20160923005065/en/>



ServiceSource executives and the Mayor of Sofia celebrate the grand opening of the company's newest delivery center with a ceremonial ribbon-cutting ceremony.

(Photo: Business Wire)

With 60 employees currently in Sofia, ServiceSource aims to hire an additional 140 employees in Sofia by the end of 2017. The roles will consist of more strategic sales and service delivery functions, offering current BPO workers an opportunity to grow their careers with more advanced sales training and experience. Interested candidates should visit the ServiceSource website, and can also email recruitsofia@servicesource.com or sofiahr@servicesource.com to learn more about open positions and how to apply.

The new center marks ServiceSource's third location in Europe, in addition to the company's existing centers in Liverpool and Dublin. For more information, 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.

"Our newest revenue delivery center in Sofia is a highly strategic part of ServiceSource's growth, and we're thrilled to be part of this growing community," said Carrington. "The city's vast pool of post-graduates and multilingual workers, and Sofia's status as a well-established BPO market, gives us access to the kind of talent we need to deliver more of our global solutions with local language capabilities, as well as the expertise to enable our clients to maximize the value of their customer relationships."

The center is located in the award-winning Capital Fort building, Sofia's tallest building, and offers central access for ServiceSource employees and close proximity to clients and prospects. In addition to the enhanced language capabilities, the center will also expand ServiceSource's time zone coverage, making the company even more available and productive for global clients.

Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding our ability to hire new employees and access talent in Sofia, whether the Sofia center can contribute to our availability and productivity for global clients, and 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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