



April 5, 2017

## ServiceSource CEO Joins Leading Customer Success Influencers to Host Executive Symposium in Boston

*CEOs of ServiceSource, Gainsight and TSIA to reveal winning customer success strategies that drive recurring revenue growth*

BOSTON--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ: SREV), the global leader in [outsourced customer success and revenue growth solutions](#), today announced that CEO Christopher M. Carrington will join two of the biggest names in customer success, [Gainsight](#) CEO Nick Mehta and [TSIA](#) CEO J.B. Wood, to host and present at a half-day Executive Symposium, "[Win the Race to Keep and Grow Customers](#)" at the Boston Four Seasons Hotel from 1-5 p.m. ET on April 11.

This Smart News Release features multimedia. View the full release here: <http://www.businesswire.com/news/home/20170405005435/en/>



Senior executives responsible for customer retention and recurring revenue growth are invited to learn first-hand how to overcome challenges stemming from the massive shift to cloud and how to grow successful subscription-based businesses. Key takeaways of the event include:

- | How a holistic approach to Customer Success can accelerate growth and recurring revenue.
- | Strategies to design, implement at scale and measure a successful Customer Success journey.
- | Research and insights on a structured customer engagement framework and answers to the "Who, What, Why, and How" of a successful recurring revenue business.

Featured speakers at the "Win the Race to Keep and Grow Customers" Executive Symposium include Nick Mehta, CEO of Gainsight; J.B. Wood, CEO of TSIA; Christopher M. Carrington, CEO of ServiceSource; as well as guest presenter and professional racer, Derek Hill. (Graphic: Business Wire)

"Technology and service companies across all industries are going through a tectonic shift where customers are essentially purchasing specific business outcomes, not just a product or service," said Carrington. "With subscriptions making it easier than ever to switch providers that don't deliver those outcomes, it is critical that companies have the right team, processes and technology in place to ensure that customers are quickly and regularly seeing the value from their services. That's exactly what this event will cover, and I'm thrilled to join two industry experts as we help inform market-leading companies on how to navigate through these changing times."

ServiceSource's presentation will focus on the business implication of the shift to delivering outcomes, how customer success links to outcomes that matter, and the three priorities to move towards an outcome-focused recurring revenue model.

Attendees will also hear from special guest presenter and professional racer, Derek Hill, who will share how technological advancements, teamwork and data-driven decisions lead to successful outcomes on the racing circuit.

Space is limited, and registration is \$99.00 for the half-day event followed by an evening networking reception. To register and learn more about the event in Boston, visit: <http://bitly.com/ExecSymp>.

Follow the online conversation about the event at #ExecSymp2017.

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.

## Connect with ServiceSource:

<http://www.facebook.com/ServiceSource>

<http://twitter.com/servicesource>

<http://www.linkedin.com/company/servicesource>

<http://www.youtube.com/user/ServiceSourceMKTG>

## Trademarks

ServiceSource®, and any ServiceSource product or service names or logos above are trademarks of ServiceSource International, Inc. All other trademarks used herein belong to their respective owners.

View source version on [businesswire.com](http://www.businesswire.com): <http://www.businesswire.com/news/home/20170405005435/en/>

## ServiceSource

Monica Petraitis, 720-457-8177

[mpetraitis@servicesource.com](mailto:mpetraitis@servicesource.com)

Source: ServiceSource International, Inc.

News Provided by Acquire Media