

ServiceSource Continues Strong New Logo Momentum In Q3 2017 With Three New Client Wins

Accelerating adoption and traction for the Company's Inside Sales solution with three market leaders added to client portfolio

DENVER--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ:SREV), a global leader in outsourced inside sales, customer success and recurring revenue growth and retention [solutions](#), today announced that three new clients in the medical device and industrial IoT sectors have engaged the Company to deploy its innovative Inside Sales solution focused on supporting customer growth and recurring revenue expansion. Q3 2017 represents the fourth consecutive quarter of new logo wins for the Company, bringing the 2017 year-to-date total to eight new clients.

As an expert at managing and monetizing the customer journey through finding, converting, growing and retaining B2B customers for its clients, ServiceSource continues to build on the strength of its Inside Sales solution with these most recent client engagements.

- | For a \$13+ billion food packaging and processing solutions provider, ServiceSource will deliver opportunity and pipeline management, sales insights, reporting and analytics, and research and opportunity qualification through a direct sales assist model.
- | For a \$12+ billion industrial tool, equipment and productivity solutions company, ServiceSource will identify and recoup lost revenue opportunities, as well as sell and attach high-value service agreements to the client's mission-critical assets.
- | For a \$1+ billion healthcare IT and digital imaging solutions provider, ServiceSource will deliver new services campaigns, warranty conversions, upsells, customer win-backs and revenue retention services.

"Q3 was another strong quarter on the new logo front, providing further evidence that our strategy and value proposition is resonating in the marketplace," said Christopher M. Carrington, CEO of ServiceSource. "Leveraging our data expertise and predictive digital selling capabilities, ServiceSource helps our clients to grow closer to their customers through our differentiated Inside Sales offering by moving from legacy transactional sales motions to a more customer-centric, outcomes-focused lifetime value model. We are pleased to have earned the trust of three impressive multinational brands and look forward to deploying our proprietary platform, demonstrated processes and high-performance selling methodology to accelerate customer loyalty and revenue growth on their behalf."

About ServiceSource

ServiceSource International, Inc. (NASDAQ:SREV) helps the world's leading brands grow closer to their customers. As a global leader in outsourced inside sales, customer success and recurring revenue growth and retention solutions, ServiceSource expands customer lifetime value 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, medical device & diagnostic equipment and industrial IoT sectors, ServiceSource sells, manages or renews \$9+ billion of revenue annually on behalf of its clients. Leveraging a robust technology suite, predictive data models and more than 3,000 revenue delivery professionals speaking 35 languages, only ServiceSource brings to market over 15 years of expertise and the ability to drive recurring revenue growth to more than 170 countries. To learn more, visit www.servicessource.com.

Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding our opportunity to accelerate our client's ability to find, convert, grow, and retain their customers, our ability to accelerate customer loyalty and/or revenue growth on our clients' behalf, our potential for success deploying contractually-agreed solutions, and our 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: that the market for our solution is underdeveloped and may not grow; errors in estimates as to the 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 adapt our solution to changes in the market or new

competition; our ability to achieve our expected benefits from international expansion; 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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