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ServiceSource Announces Partnership with Cardiac Science to Enhance Service Revenue and Customer Loyalty for AED Products

18 March 2010 (SAN FRANCISCO) - ServiceSource®, the global leader in technology-based service revenue solutions for the high-tech, healthcare and life sciences industries, today announced a service renewals partnership with Cardiac Science Corporation (Nasdaq: CSCX), a global leader in automated external defibrillator ([AED](#)) and diagnostic cardiac monitoring devices that connect to electronic medical record ([EMR](#)) and hospital information systems. Cardiac Science chose ServiceSource because of its purpose-built technology platform, on-demand applications, and service sales experts.

"ServiceSource will reach our customers to communicate the benefits of the Cardiac Science AED program management solution, including AED training, record keeping, and a licensed physician to oversee their programs," said Tony Titus, Cardiac Science vice president of marketing, customer care and service. "Their focused technology solution and services expertise will help us bring the best service offering to our customers and support closer relationships."

Chairman and CEO of ServiceSource Mike Smerklo said, "Having a defibrillator on hand can mean the difference between life and death in a cardiac arrest emergency. We are proud to partner with Cardiac Science to promote the value of its AED program management services to improve public health and strengthen customer loyalty to grow the Cardiac Science AED business."

The partnership with Cardiac Science, as well as the recently announced partnership with GE Healthcare's Life Sciences division, demonstrate ServiceSource's leadership position in working with blue chip healthcare and life sciences technology customers to increase service revenue as well as strengthen customer relationships and loyalty. The company's purpose-built technology infrastructure and suite of on-demand applications, deep understanding of key industry trends and buying behaviors, and proven success in significantly improving service revenue renewal rates provide its global clients a strategic advantage in the market place.

About Cardiac Science

Cardiac Science develops, manufactures, and markets a family of advanced diagnostic and therapeutic cardiology devices and systems, including automated external defibrillators ([AED](#)), electrocardiograph devices ([ECG/EKG](#)), cardiac [stress test treadmills](#) and systems, [Holter](#) monitoring systems, hospital defibrillators, [cardiac rehabilitation](#) telemetry systems, [vital signs monitors](#), and [cardiology data management](#) systems (informatics) that [connect with hospital information](#) (HIS), electronic medical record ([EMR](#)), and other information systems. The company sells a variety of related products and consumables and provides a portfolio of training, maintenance, and support services. Cardiac Science, the successor to the cardiac businesses that established the trusted [Burdick](#)®, [HeartCentrix](#)®, [Powerheart](#)®, and [Quinton](#)® brands, is headquartered in Bothell, Washington. With customers in more than 100 countries worldwide, the company has operations in North America, Europe, and Asia.

For information, call 425.402.2000 or visit <http://www.cardiacscience.com>.