



February 9, 2010

Steven Cakebread Appointed to ServiceSource Board of Directors

9 February 2010, (SAN FRANCISCO, CA) - ServiceSource, the global leader in technology-based service revenue solutions for the high-tech and healthcare industries, today announced the appointment of Steven Cakebread to its Board of Directors. A highly regarded leader of the Software as a Service (SaaS) market, Cakebread served as CFO, President and Chief Strategy Officer of Salesforce.com through its initial public offering and beyond. Cakebread joins the ServiceSource Board as the Company continues to evolve its technology-enabled service revenue management offerings and build on its services revenue under management.

"Steve is unequivocally one of the most successful operational executives in understanding and guiding SaaS businesses," said Mike Smerklo, Chairman and CEO of ServiceSource. "As the architect in establishing the financial metrics at Salesforce.com, Steve helped Wall Street and end customers better understand the financial benefits of the SaaS business model. The maintenance renewals and service revenue industry is undergoing a transformation and Steve's expertise will be invaluable to ServiceSource as we introduce new technology-based solutions to accelerate market share and revenue growth."

"ServiceSource's laser-like focus and deep expertise in the service revenue and maintenance renewals business is unmatched in the market, bringing a unique combination of a performance-based business model, purpose-built technology platform and an already impressive client roster," said Cakebread. "The market is ready for a SaaS-like service revenue solution wrapped with domain expertise and ServiceSource is ideally positioned to bring this solution to market to capitalize on a very large opportunity."

Cakebread served as Salesforce.com's Chief Financial Officer for six years and led the Company through its initial public offering. Previous to Salesforce.com, Cakebread served as Senior Vice President and Chief Financial Officer for Autodesk, where he was responsible for all of the Company's accounting and corporate finance functions. Previous to Autodesk, he was Vice President of Finance for Silicon Graphics, where he managed accounting and finance, information systems, and global sales and service administration. He began his career in global high technology operations with Hewlett Packard, where he held several key management positions.

Cakebread serves on the Solarwinds and eHealth boards of directors. Cakebread holds a Bachelor of Science degree from the University of California at Berkeley and an MBA from Indiana University.