



August 3, 2010

ServiceSource Extends Relationship with Hitachi Data Systems to Enhance Service Revenue Performance for Maintenance Contracts

SAN FRANCISCO – August 3, 2010 — [ServiceSource®](#), the service revenue performance company, today announced that it has extended its five year partnership with Hitachi Data Systems (HDS). The four year extension will see ServiceSource continue to manage HDS maintenance renewal sales across various regions, working closely with internal staff, while allowing HDS to focus on the deployment of its cloud computing and storage offerings and delivering innovative service solutions.

"This announcement strengthens our long-standing maintenance renewal sales partnership with ServiceSource," said Hicham Abdessamad, senior vice president, Global Services, Hitachi Data Systems. "SSI has been an integral part of helping Hitachi customers recognize the value of our support offerings, and, as Hitachi Data Systems looks to evolve our cloud services portfolio, SSI will complement our strategy to work on the business rather than in the business."

Last month, Hitachi Data Systems announced the Hitachi Cloud Service for Private File Tiering to enable enterprise customers to move legacy file data into a cloud storage environment and pay only for what they use, when they use it. The integrated HDS portfolio of cloud technologies, solutions and services, simplifies and accelerates the adoption of private, hybrid and public cloud environments. ServiceSource's highly-skilled service sales experts, supported with cloud applications and a best-in-class industry knowledgebase and benchmarks, will continue to help drive adoption of industry-leading Hitachi cloud services, while improving service revenue renewal rates, and delivering on the Hitachi strategic advantage in the marketplace.

"We have supported the rapid growth of HDS service revenue over the past five years with better visibility and control of renewals data," said Mike Smerklo, CEO and chairman of ServiceSource. "Our long-term partnership with Hitachi Data Systems and the significant extension of this relationship is testament to ServiceSource's ability to consistently generate incremental revenue, and show value year in and year out. HDS recognizes that our goals are aligned as partners, supported through our pay-for-performance business model, and that partnering with us is a long-term investment in the ongoing loyalty of their customer base."

ServiceSource's extended partnership with HDS follows a series of company milestones, including the appointment of former SAP executive, Ganesh Bell, as executive VP of products, the grand opening of ServiceSource's newest sales center in Nashville, state of the art data operations center in Kuala Lumpur, as well as ServiceSource's Channel Sales Cloud Application's customer milestone, with more than 6,500 partners on-boarding the subscription application.