

March 5, 2018

ServiceSource Announces Continued Growth and Expansion in the Asia-Pacific Japan Region

Company grows presence in Manila, opens new office in Okinawa

DENVER--(BUSINESS WIRE)-- [ServiceSource](#) (NASDAQ: SREV), a global leader in outsourced inside sales, customer success, and recurring revenue growth and retention [solutions](#), announced today that it will be significantly increasing its existing footprint in Manila, Philippines, and has also opened an office in Okinawa, Japan. These expansions are in response to positive market reception and growing demand in the Asia-Pacific Japan region (APJ) for ServiceSource's industry-leading capabilities.

"Since establishing our first APJ presence in 2010 with the opening of our regional headquarters in Singapore, ServiceSource has grown rapidly and consistently in the region," said Christopher M. Carrington, CEO of ServiceSource. "We now serve more than 30 market-leading clients in APJ and provide a great employment opportunity for approximately 1,500 professionals across our five offices. Our teams continue to deliver compelling revenue and customer growth outcomes on behalf of our clients, and today's announced expansions will provide us with additional capacity to meet the heightened demand we are seeing for our suite of solutions in the marketplace."

ServiceSource's office in Manila has scaled quickly since opening in Q1 2016, growing in two years to more than 500 employees. In addition to expanding in the current site, the company will also be opening a second location in Q2 2018 to accommodate the addition of more than 300 new employees before year-end.

ServiceSource's new office in Okinawa complements its existing presence in Yokohama, and offers a vibrant and talented local workforce as the company further builds its team in Japan.

"In an increasingly competitive marketplace, corporations are challenged to maintain and grow their customer relationships on a global basis," said Shaun Han, Senior Vice President of Customer Success and Inside Sales in ServiceSource's APJ region. "Our extensive presence, in-region expertise, and thorough understanding of the complex local business environment enables businesses from around the world to accelerate their entrance and success in these markets."

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 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 45 languages, only ServiceSource brings to market nearly 20 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 expand our international locations, our ability to efficiently scale quickly to support new growth, our ability to accelerate our clients' 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 we may be unable to attract and retain the highly skilled employees we need to support our planned growth; changes in market conditions that impact our ability to sell our solutions and/or generate service revenue on our customers' behalf; 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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