

GENERAL ATLANTIC INVESTS \$66 MILLION IN MARKET LEADER SERVICESOURCE

*Global Private Equity Firm To Support ServiceSource in Advancing
Its Market Leadership Position & Expanding Its Global Presence*

January 30th, 2007, San Francisco, CA: ServiceSource, a global outsourcing provider focused exclusively on increasing support and maintenance revenue for hardware, software and healthcare companies, announced today that it had received \$66 million in capital from General Atlantic LLC (GA) for a minority stake in the company. ServiceSource assists companies such as Sun Microsystems, AT&T, BEA Systems and CA to dramatically improve the financial performance of their worldwide services business. The company is privately held, profitable and boasts a blue-chip client list that includes more than 40 technology leaders.

ServiceSource will leverage this relationship to expand its worldwide presence beyond its current U.S. and EMEA operations, to significantly increase its market share in the hardware, software and healthcare segments and to continue to advance its technology solution.

The company also announced today that Marc McMorris, Managing Director of General Atlantic, and James Madden, Founder and CEO of leading HR outsourcer Exult until its sale to Hewitt Associates in 2004, will join the company's board of directors.

About ServiceSource

ServiceSource is dedicated solely to maximizing support and maintenance revenue for technology companies. Within the technology industry, support and services revenue total over \$135 billion worldwide, and companies typically realize only 84% of their maximum opportunity. By combining proprietary business analytics and diagnostic tools, streamlined sales processes and reporting technologies to create a complete outsource solution, ServiceSource maximizes this maintenance opportunity on behalf of its clients. As of December 2006, over 40 clients have benefited from improved financial performance, a higher level of predictability in their annuity stream and increased visibility over reported results. The company is based in San Francisco and has additional Service Centers in Denver, Houston and Dublin, Ireland. ServiceSource is profitable, privately held and backed by institutional investors General Atlantic, Benchmark Capital and Housatonic Partners. For more information on ServiceSource, visit www.servicesource.com or call 415.901.6030.