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## **ServiceSource Launches Renew OnDemand View on Salesforce1 AppExchange, the World's Leading Business Apps Marketplace**

*Integration delivers visibility into new and renewal sales within Salesforce to maximize recurring revenues*

SAN FRANCISCO--(BUSINESS WIRE)-- ServiceSource, the global leader in recurring revenue management, today announced it has launched Renew OnDemand View on Salesforce1 AppExchange, empowering businesses to connect with customers, partners and employees in a whole new way. Renew OnDemand View seamlessly blends renewal sales management and analytics into Salesforce, giving sales teams deep insights into both net-new and renewals sales opportunities - all from within Salesforce.

Today, companies are driving growth and profitability from their recurring revenues, such as service and subscription renewals. However, managing this vital revenue stream is complex and challenging, incorporating high volumes of customer data that are stored across multiple systems, making it difficult for sales teams to clearly understand the full revenue opportunity of each customer.

With Renew OnDemand View on AppExchange, customers are given a 'side-by-side' snapshot of net-new and renewals sales. Both systems can be viewed in one window to understand the complete customer account and maximize the revenue opportunity.

"Today's announcement opens new doors for Salesforce customers by providing rich insight into both new and renew sales activities," said Richard Campione, President, Cloud & Data Services Business at ServiceSource. "Renew OnDemand improves sales performance with tailored metrics and sales plays to eliminate guesswork and improve focus for sales reps and managers. Through this integration, Salesforce customers can engage customers more intelligently to drive higher recurring revenues."

### **Renew OnDemand View Available on Salesforce AppExchange 2-2-2-2**

"Companies are looking to transform the way they connect with customers, partners and employees to thrive in today's connected world," said Ron Huddleston, senior vice president, ISV & Channel, salesforce.com. "By leveraging the power of the Salesforce1 Customer Platform, ServiceSource provides customers with the proven social, mobile and connected cloud technologies to accelerate business success."

Built on the Salesforce1 Customer Platform, the new social, mobile and cloud customer platform built to transform sales, service and marketing apps, Renew OnDemand View is currently available on the AppExchange at [www.appexchange.com](http://www.appexchange.com).

#### **Additional Resources:**

<http://www.servicesource.com/products-services>

<https://twitter.com/servicesource>

<http://www.linkedin.com/company/servicesource>

#### **About the Salesforce1 AppExchange**

The Salesforce1 AppExchange is the world's leading business apps marketplace. With more than 2,000 partner apps and 2 million customer installs it is the most comprehensive source of social and mobile cloud apps for business. The Salesforce1 Customer Platform is the new social, mobile and cloud customer platform for building next generation apps, powering Salesforce CRM, and more than 3 million custom apps built by customers and partners. Apps built on the Salesforce1 Platform can be easily distributed and marketed through AppExchange.

#### **About ServiceSource**

ServiceSource International, Inc. (NASDAQ: SREV) is the global leader in cloud-based recurring revenue management solutions. The company helps customers drive growth and build long-standing relationships across the customer lifecycle with the industry's most comprehensive data management, analytics, automation and services capabilities. Through Renew OnDemand™, Scout and proven services, ServiceSource delivers higher subscription, maintenance, and support revenue, improved customer retention, and increased business predictability. Headquartered in the Cloud Corridor of San Francisco, ServiceSource® manages \$14.5 billion in recurring revenue for the world's largest and most respected technology and B2B companies. For more information, please go to [www.servicesource.com](http://www.servicesource.com).

## Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding the benefits of ServiceSource offerings, our managed services, our Renew OnDemand cloud platform and application, and/or our Scout application. 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 those expressed or implied in our forward-looking statements. Those risks and uncertainties include, without limitation, fluctuations in our quarterly results of operations; the risk of material defects or errors in our software offerings or their failure to meet customer expectations; migrating customers to Renew OnDemand; the ability to integrate Renew OnDemand or Scout with other third-party applications used by our customers; errors in estimates as to the renewal rate improvements and/or service revenue we can generate for our customers; our ability to grow the market for service revenue management; our ability to protect our intellectual property rights; the risk of claims that our offerings infringe the intellectual property rights of others; changes in market conditions that impact our ability to sell the Renew OnDemand or Scout solution and/or generate service revenue on our customers' behalf; the possibility that our estimates of service revenue opportunity under management and other metrics may prove inaccurate; demand for our offering that falls short of expectations; our ability to keep customer data and other confidential information secure; our ability to adapt our solution to changes in the market or new competition; 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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ServiceSource  
Sally Ekman, 415-901-5941  
[sekman@servicesource.com](mailto:sekman@servicesource.com)

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