

A man in a dark shirt is looking down at a tablet he is holding. The tablet screen shows a glowing blue circular graphic. The background is dark and out of focus, with some blurred lights and faint digital data patterns. A green vertical bar is on the left side of the image.

SERVICE **SOURCE**®

**Transform your
Customer Journey
Experience (CJX®)**

Creating Unforgettable Experiences at Every Customer Touchpoint

Every touchpoint between a business and its customers makes up the Customer Journey Experience. From lead qualification to customer renewals, there is opportunity to create an exceptional experience that builds trust, loyalty, and results in customers for life.

Together, we identify and land new clients, ensure adoption of your products and services, increase engagement, and retain your customer relationships. ServiceSource becomes a valuable partner for every step of the customer journey.



ServiceSource continues to be a trusted partner, has been able to adapt quickly to our business needs, provides deep insights into our business, and continues to achieve results that exceed our expectations.”

SVP, Global Renewals
World's Leading CRM Company



Our Core Solutions Include:



Inside Sales



Customer
Success



Renewals



Channel
Management





Inside Sales Solutions.

We use data-driven insights, high-performance sales methodologies, and expert, experienced sales professionals to provide your business with sustainable growth and stellar outcomes.

The Benefits of Outsourcing Inside Sales:

- Superior lead & improved sales pipeline hygiene
- Better sales conversion and net expansion rates
- Greater marketing and sales funnel velocity
- Increased consumption for your products and services

Inside Sales Motions:

- Lead Generation
- Lead Qualification
- Lead Conversion
- Account Management
- Cloud Transformation



Customer Success Motions:

- Onboarding
- Adoption
- Health Checks
- Voice of the Customer
- Renewals & Extensions
- Digital Renewals



Customer Success Solutions.

Our best-in-class onboarding, adoption, and renewals management processes drive greater scalability and maximize customer yield and loyalty.

Benefits of Outsourcing Customer Success:

- Increased customer engagement
- Improved adoption and customer loyalty
- Better renewal rates and satisfaction
- Reduced customer churn and improved retention





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Their renewals team was able to provide the complete end-to-end customer relationship support that we needed. They effectively became Red Hat representatives almost instantly.”

Mark Enzweiler
SVP, Global Partners and Alliances





Renewals Management Solutions.

We use a high-performance sales methodology and disciplined data management to reduce customer churn and improve renewal revenue for your entire customer base.

Benefits of Outsourcing Renewals Management:

- Improved customer loyalty and retention rates
- Increased revenue across your entire customer portfolio
- Boosted productivity and efficiency of your existing resources
- Pipeline management to maintain your entire install base over time

Renewals Management Motions:

- Customer Quoting
- Process Renewals
- Data Standardization and KPI Tracking
- Digital Outreach



Channel Management Motions:

- Onboarding and Enablement
- Partner Success Management
- Channel Performance Data Management



Channel Management Solutions.

Our unique 3-pronged approach creates harmony in your channel partner ecosystem to increase engagement, improve productivity, and drive better outcomes.

Benefits of Outsourcing Channel Management:

- Increased partner engagement
- Better market share and revenue opportunities
- Improved onboarding and training experience
- Increased visibility and accountability



“

ServiceSource put a lot of discipline around our sales and renewal processes and set a new standard for our channel partners. Their expertise helped us legitimize and add the scope needed to quickly bring a new level of customer experience to our customers.”

Global Operations Manager, Customer Success
Global Automation Solution Provider



The ServiceSource Difference

ServiceSource offers the perfect mix of experienced, expert professionals, high-performance sales methodology, and actionable insights to help you achieve your most challenging goals.

- 20+ years of unmatched experience and expertise
- Holistic, consultative approach across the customer journey experience
- 3K+ employees across 178 countries and operating in 45 languages
- Long-term, focused training and development of each team member
- A data-driven approach enables personalized, actionable insights



We've been a partner of ServiceSource for over eight years now...We have been extremely happy with this highly valued partnership. They have been able to adapt quickly to our business needs, provide deep insights into our business, and continue to achieve results that exceed our expectations."

SVP, Global Renewals
Leading Global CRM Company

About ServiceSource

ServiceSource International, Inc. is a global outsourced go-to-market services provider that accelerates B2B digital sales and customer success transformation. Our expert sales professionals, data-powered insights and proven methodologies scale and reimagine customer journey experiences (CJX®) into profitable business outcomes. Backed by more than 20 years of experience, ServiceSource drives billions of dollars in client value annually, conducting commerce in 45 languages and 175 countries.



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