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SupportSoft, Inc. Q4 2007 Earnings Call Transcript

Question-and-Answer Session

Operator

(Operator Instructions) Your first question comes from the line of Chad Bennett with Northland Securities. Please proceed.

Chad Bennett - Northland Securities

Yeah, thanks Josh and talking about the consumer business it sounds like the \$350,000 revenue number you did in Q4 didn't have a lot of benefit from your partners and you talked about sequential growth. I guess, I don't want to put guidance into your mouth but can we talk about maybe how this -- how significant the partners are right now and what to expect from may just generically a material partner annually, is there anyway to kind of put our arms around that?

Josh Pickus

There is a lot of variation among the partners, if you wanted to limit it to key partners, I think that we've been somebody who is the key partner to be in there at least in the high hundreds of thousands and certainly the upper end of that range gets into partners that are contributing many millions of revenues. I don't want to be more precise than that at this point because I think we're going to see that play out during this year, but I think we do feel that we've got a number of strong partners of really high quality that are now ramped and able to contribute in a material way to revenues during 2008.

Chad Bennett - Northland Securities

Okay. And can you give us an update on the competitive landscape, you are seeing out there in the market and if your thoughts have changed with respect to your opportunity?

Josh Pickus

Sure. The most interesting thing that we're seeing competitively is that the market is really evolving. One of the things that I always watch for is, when you are in a situation that is it competitive, do you see the same people and view the customers use of RFP's because all of those things indicate a market that is forming and becoming real and I can tell you that everyone of those things is true.

It does continue to move forward and become a definet market with analyst covering it and a set of competitors and all of the things that happened when you go from sort of theory to reality. So that's definitely something I see. I am very pleased by our competitive position. I feel that there are definitely other good companies in this space, but it's becoming clearer and clearer to me that

we have a unique set of assets that we're bringing to bear here, and I think increasingly the bigger opportunities are recognizing how we're differentiated. So those are the two things I'd highlight in terms of development of the competitive position.

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