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## SupportSoft Inc. Q1 2009 Earnings Call Transcript

### Question-and-Answer Session

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#### Operator

(Operator Instructions) And we'll go first to Chad Bennett, Northland Securities.

#### Chad Bennett - Northland Securities

Yeah, hi thanks. A couple of questions; First Josh on, the latest thing you said about consumer revenue guidance in Q2, understanding that some of the new deals you have signed recently are ramping or ramping to the second half. Can you give us any indication for kind of the amount of revenue recognition we could see on this pilot moving into a more expanded program and skews and what not. And then also what to expect from maybe something like a TigerDirect. I guess I'm trying to get a sense in your Q2 revenue guidance for Consumer, how much of it would be ?partner signed? in the first quarter contribution versus kind of steady state stuff we had at the end of last year.

#### Josh Pickus

Sure, so here's the way I'd answer that Chad. With respect to both the US retailer that's now decided to expand from a pilot into a more substantial program, and with Tiger, our planning for the full year involves substantial revenue contributions from each of them. But we expect that much more in the back half of the year. We expect both of them to contribute to Q2 revenue, but not in a material fashion. And the reasons for that are that in the case of the retailer, the expansion of that program geographically doesn't even begin until the end of the quarter

And in the case of Tiger, the parts of that program that we expect to be the most material revenue contributions, the channels we expect to be most effective such as television, don't begin until fairly late in the quarter. So we continue to believe that both of those programs are going to matter, and we're very positive on them. But we want to be very cautious in Q2 just because the timing of when certain things happen is relatively late in Q2, and that limits their ability to affect the Q2 results.

#### Chad Bennett - Northland Securities

Okay. And Josh, just on the North American retailer expanding the program, it sounds like it is in extended pilot at this time. Maybe it's a full-fledged deal. And then, potentially some remote in-store service skews in the second half. I guess, is there some type of reasoning behind the rolling it out this way on the retailer side, and maybe the argument is, why wouldn't they be going after this more aggressively? And kind of, what's the thought process there, is basically what I'm asking?

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