

# Maximize uptime with a right-sized, intelligent, unified service management solution

## Uninterrupted IT for an unstoppable business

In today's dynamic and digital-first business environment, IT is expected to not just 'keep the lights on', but also spur business growth. IT's evolution from a support function to a business enabler requires the unification of service and operations management on a common platform that facilitates collaboration across silos.

Efficient collaboration requires tools and channels that employees prefer using. Like the rest of the workforce, IT Operations agents expect consumer-grade experiences with corporate software. This is especially pertinent considering the explosive pace of digital transformation that has made it difficult to minimize downtime working with legacy tools, manual processes, and mountains of data.

IT needs to de-risk and automate digital operations by detecting, deciphering, and redressing critical incidents from right within the service desk. It needs to find smarter alternatives to patch upgrades and maintenance through third-party vendors to control cost and ensure business continuity.



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Chatbots for IT Operations.

## Why Freshservice?

Freshservice is Freshworks's intelligent, right-sized, cloud-native service management solution. Freshservice does this by taking a fresh approach to building and delivering modern employee experiences and unified service management —empowering businesses to achieve efficiency, fast time-to-value, and improved employee satisfaction, and productivity.

Freshservice provides an out-of-the-box, end-to-end consumer-grade experience that empowers employees to work anywhere, anytime. It provides efficiency and agility through AI (Artificial Intelligence) to create contextual and intelligent experiences. It powers integrations and workflows at the enterprise scale, building upon an open platform and marketplace with connectors and APIs (Application Programming Interface) to extend and customize. By unifying major incident response and IT service request management in one easy-to-use system, Freshservice offers a smart alternative amid a sea of costly and complex third-party software. Enterprises using Freshservice will realize higher ROI, efficiency, and uptime.



## Key Benefits

- **Inbuilt Incident Management Platform:** Power collaboration across silos to resolve incidents faster
- **Always-On Services:** Safeguard your business from critical operational incidents and achieve unshakable business continuity
- **Business Continuity:** Ensure 24\*7 agent availability to respond to critical incidents
- **Intelligent Automations:** Free up your agents to pursue higher order tasks and improve their productivity
- **Right-Sized:** Achieve ROI while managing emerging technologies
- **Consistent Value:** Quick realization of value through seamless updates deployed in stealth mode
- **Extensible Solution:** Access enterprise-scale tools to customize, integrate, and automate business workflows
- **Intuitive Product:** Provides out-of-the-box, end-to-end, consumer-grade service experience in the channel of choice
- **Trusted Business Partner:** 24/7 support to help enterprises achieve success

## With Freshservice, you get:



### AI-Driven Alert Management

Use AI-enhanced alert management to cut through the noise, create contextually rich incidents, and automatically route them to the right agent group for faster resolution.



### On-Call Management

Turn on 24\*7 monitoring by creating on-call schedules for teams spanning multiple geographies and timezones. Escalate issues automatically to get the right person to act on an issue fast.



### Effective Monitoring and Alerting

Consolidate and intelligently group alerts from multiple industry-standard monitoring tools onto a single pane to monitor the health of your business services in real-time.



### Orchestration Center

Automate repetitive and time-consuming use cases such as service provisioning, password resets, alert remediation, incident remediation by creating workflows across different applications and platforms.



Alert Management system is a pillar of an ITSM solution. We now have the exact history of each alert and their associated Incidents, and all the support teams could have access to that information at the same time. This increases transparency and agility among our internal teams. And the best part is, it is really easy to set it up!"

**MIDAS**

Mathieu Fedele  
Support Coordinator, Midas Services International

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