

Right-size your service management with an intuitive, intelligent solution

Compounding pressures on service management

Providing service management to organizations has evolved beyond fielding basic service requests and closing tickets. Technology emerges at a much faster pace, some significantly disrupting service delivery. Understanding technology impacts is only the beginning. Then comes leveraging those technologies and placing big bets on the ones to best drive digital transformation. What complicates this situation is that the teams providing service management are continuously asked to do more with fewer resources. Leaders are asked to continue to keep the business running while strategically finding ways to evolve and look for ways to incorporate IT services and practices into their overall business needs.

Digital basics and digital natives have grown accustomed to everyday consumer experiences in employees' personal lives. They now expect the same ease of use in their corporate technologies and want to work in the channels of their choice.

In a world where the 'anywhere operations' model is slowly becoming a norm, the onus then lies on IT to continue implementing various technologies to improve existing systems. Strong, reliable and uninterrupted IT services and practices enable organizations to stay competitive and help the world become digitally resilient to future large-scale disruptions.

Freshservice customers see a **308% ROI**

A Forrester Total Economic Impact Study Commissioned by Freshworks.

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. Enterprises using Freshservice will realize higher ROI, efficiency, and effectiveness.



Benefits

- **Intelligent Service Management and Customized Workflows:** Powered bots, automation, and orchestration
- **Always-On Services:** Safeguard your business from critical operational incidents and achieve unshakable business continuity
- **Right-Sized:** Achieve ROI while managing emerging technologies
- **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
- **Enhanced Agent Productivity:** Prioritize work better using real-time custom dashboards
- **Improved Satisfaction:** See the customer and employee satisfaction scores improve immediately

With Freshservice, you get:



ITIL - Aligned Processes

Freshservice helps organizations adopt ITIL best practices to achieve their business outcomes. Freshservice is also PinkVERIFY™ certified for six (6) ITIL processes.



Advanced CSAT

With the built-in CSAT functionality, it gets easier to measure CSAT, set up reports, and configure workflows to improve service desk efficiency based on feedback.



Extensible Platform

With the Orchestration platform, take the no-code approach to integrate with external business apps to achieve greater operational efficiency with end-to-end automation.



Self-Service Portal

Users can easily raise a ticket from the portal or chat with the bot to have their issues resolved without filling out long forms or going through FAQs to eliminate redundant tickets.



Smart Automations

Optimize and increase agent productivity by creating no-code/low-code workflows and orchestrate using third-party applications for repetitive and complex tasks.



Service Catalog

Streamline request management process with an intuitive shopping cart from a catalog. Manage approvals, and notify users of status updates for a particular service item.



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 service in real-time.



Out-Of-Box Analytics

Drag and drop widgets to turn data into insights with customizable reports. The ML-powered "Ask Freddy" feature gets quick service desk metrics with a simple question.



Mobile App

Speed up approval processes, manage incidents, and change requests on the go. The native barcode scanner helps track assets and maintain an asset database.



Marketplace Apps

Integrate with third-party applications in just a few clicks and use APIs and SDKs to connect Freshservice to the heart of your service management ecosystem.

Over 40,000 customers trust us

Chargebee

TaylorMade

NHS
Western Sussex Hospitals
NHS Foundation Trust

VICE media group

RingCentral

WAKE FOREST
UNIVERSITY

Get your hands on an award-winning software now

Gartner
Magic Quadrant

Only 'Challenger'
in 2021 Gartner
MQ for ITSM Tools



G2 Enterprise
Leader
Summer 2021



TrustRadius Top
Rated ITSM Tool
2021



Gartner peer Insights
Customer's Choice
for ITSM Tools



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