# freshworks

# 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. Employees 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.

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| 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.

## Key Benefits

- **Fast Time-to-Value:** Freshservice's out-of-the-box features help you deploy quickly, enable easier adoption, at scale

- **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

- **Improved Satisfaction:** See the customer and employee satisfaction scores improve immediately

# With Freshservice, you get:

## IT Service Management

Accelerate service delivery with consumer-grade experiences, respond to changes faster, improve reliability, proactively predict and prevent issues, and experience an intuitive platform.

## IT Operations Management

Streamline digital operations, filter noise and automate incident creation, escalation, and routing. Resolve issues faster with ML-powered insights and deliver uninterrupted IT services.

## Enterprise Service Management

Deliver uncompromised employee delight across the enterprise with a unified service management solution for both IT and non-IT teams to provide fast, easy, and seamless employee services.

## IT Asset Management

Build a backbone for efficient service delivery with complete visibility into your on-premise and cloud infrastructure with modern ITAM for asset discovery and governance.

## Portfolio Project Management

Plan, execute and track projects better using a new-gen, integrated project management solution for IT services and project management to come together to deliver consistent business results.

# Key Metrics

## 14.63%
improvement in first responses with **field suggester**

## 34.74%
decrease in average first assign time when organizations use **chatbots**

## 62.28%
faster ticket resolution with **virtual agents**

## 74%
first contact resolution (FCR) when organizations automate using **orchestration**

## 95%
resolution SLA% and first response SLA% with optimal **knowledge base articles**

Source: Freshservice Service Management Benchmark Report (FBR 2022)

# Over 40,000 customers trust us

Chargebee    TaylorMade    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 Leader Enterprise SUMMER 2021** — G2 Enterprise Leader Summer 2021

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**Gartner peer insights customers' choice** — Gartner peer Insights Customer's Choice for ITSM Tools

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