



Uncomplicate IT Service Management



Freshservice is an uncomplicated IT Service Management solution packed with powerful automations and built for modern users



Why Freshservice

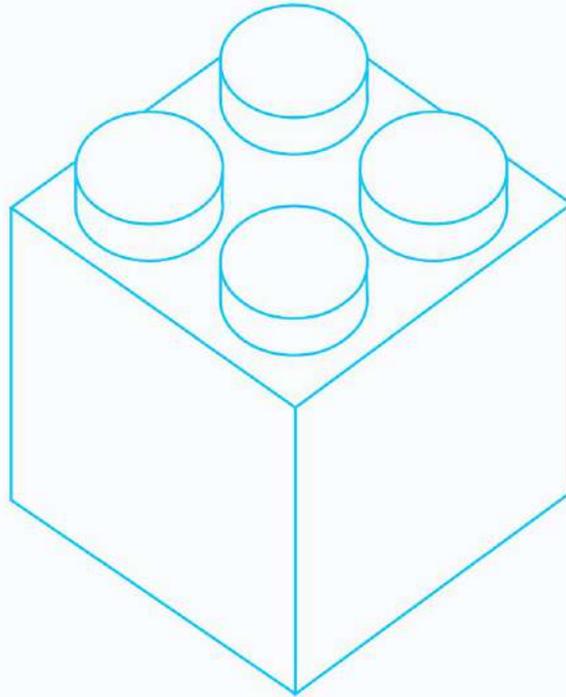


Collaborate

Integration with productivity products; interaction channels for IT + Business users

Easy Setup

Configure at ease without any custom code



Modern UI

Get up and running quickly with a service desk tailored to meet your needs

Self-Service

Knowledge availability everywhere, across devices

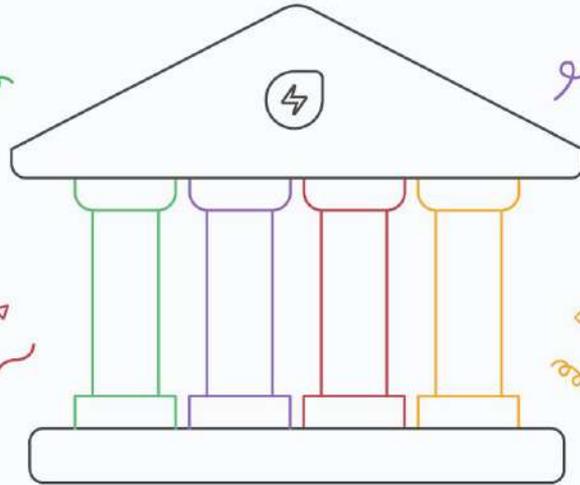


Freshservice at a glance



Service Desk

- Self service portal
- Incident Mgmt
- Service Catalog
- Knowledge Mgmt
- SLA Mgmt



ITIL

- Problem Mgmt
- Change Mgmt
- Release Mgmt
- Project Mgmt

Automations

- Smart Automator
- Workflows
- Scenario Automations

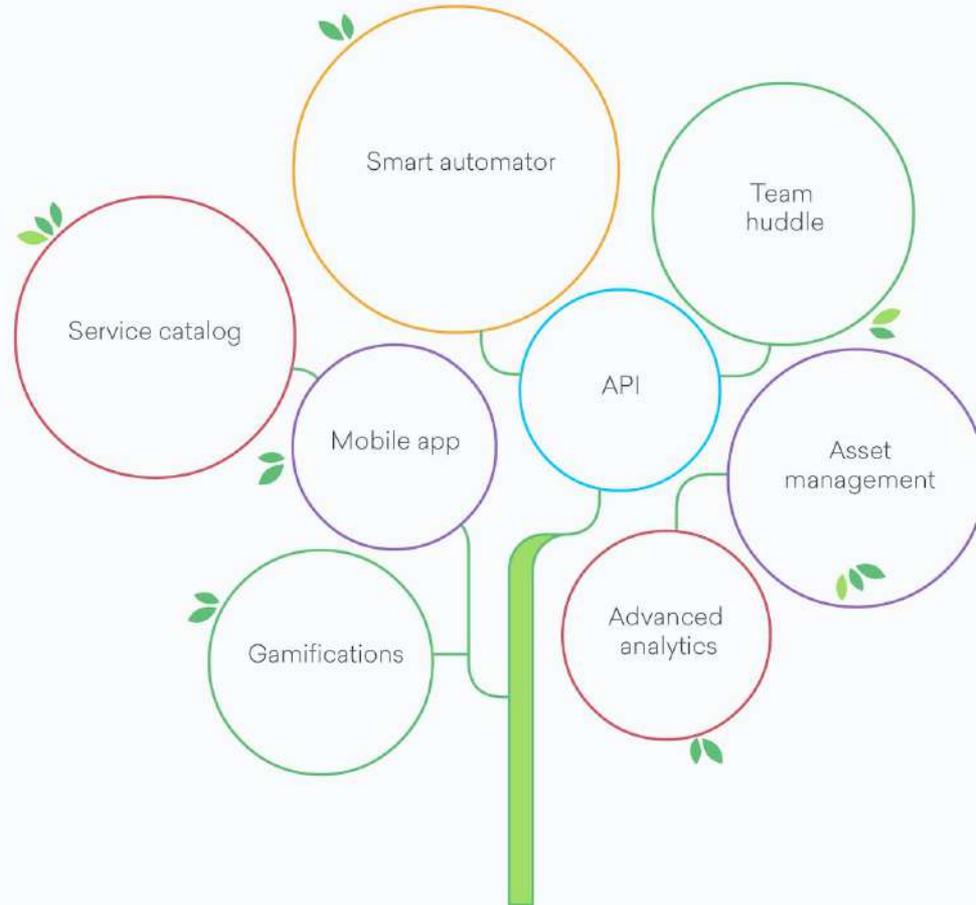
Asset Management

- Auto Discovery
- Inventory Mgmt
- Contract Mgmt
- Asset lifecycle Mgmt



Freshservice features

Freshservice features





INCIDENT MANAGEMENT

Provide smart resolutions to your end users



INCIDENT MANAGEMENT

KNOWLEDGE MANAGEMENT

Deflect Tier I tickets with an extensive knowledge base articles;



MULTI-CHANNEL SUPPORT

Report issues from anywhere using mobile app, self-service portal or just sending an email



SLA MANAGEMENT

Maintain service levels and improve customer satisfaction with an effective SLA and escalations management;



AGENT COLLISION

Your agents don't have to spend time in solving issues that someone else is already taking care of.



BENEFITS

Seamless business operations; consistent service levels; satisfied end users



Incident management

Add child tickets

Agent collision

The screenshot displays an IT servicedesk interface. At the top, the header shows 'IT servicedesk' with a lightning bolt icon, a search icon, a calendar icon, a '+ New' button, a help icon, a notification bell with '162', a refresh icon, and a user profile icon. Below the header, the ticket title is 'Tickets / #INC-829'. A row of action buttons includes a star, 'Close', 'Reply', 'Associate', 'More', and navigation arrows. The main content area shows a ticket from 'Ram.gopal' titled 'One Note Help', reported 20 days ago via chat. The ticket text reads: 'I hope that you are well. I am reaching out because I have not had success getting any of my One Note notebooks to sync either manually or automatically for the past week. Could you help me? Thanks so much!'. Below the text are tabs for 'Child Tickets', 'Tasks', 'CI's', and 'Activities'. A response from 'Kasi' is shown below, dated 20 days ago, replying to ram.gopal@fduniv.org. The response text includes: 'Hello, Thank you for your mail! :) We've been informed about the issue from our end, we'll have this resolved and will keep you updated at the earliest. Appreciate your patience!'. On the right side, a sidebar contains metadata: Status 'Open', Priority 'Low', and Due by '6 days ago on Wed, 13 Dec at 3:30 AM'. Below this is the 'REQUESTER INFO' section for 'Ram.gopal' with email 'ram.gopal@fduniv.org' and a 'Recent tickets' link. Further down is the 'PIVOTAL TRACKER' section and the 'PROPERTIES' section, which includes 'Priority' and 'Status' fields with an 'Update' button.

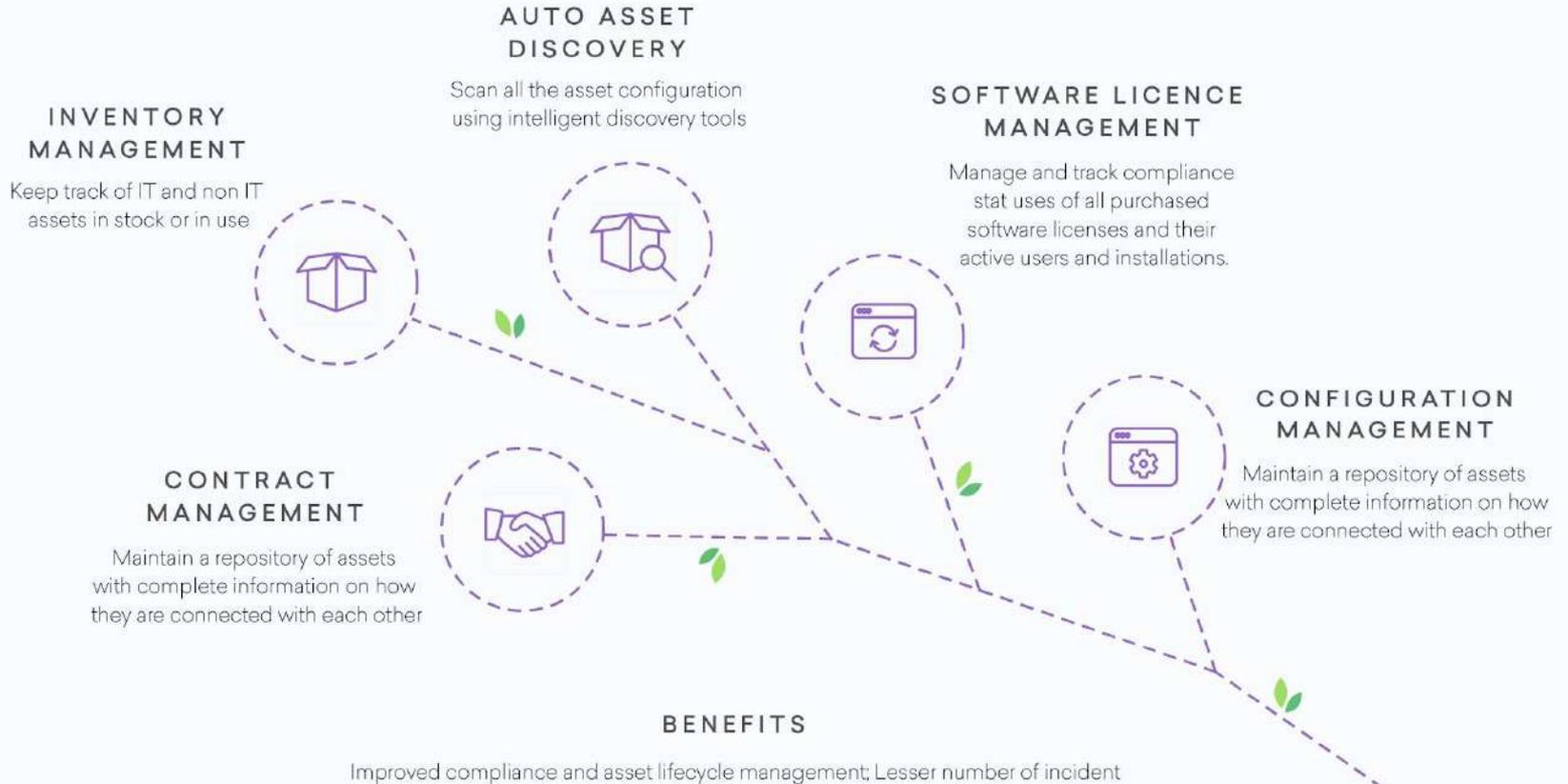


ASSET MANAGEMENT

Take complete control of all your IT
and non IT assets



Asset management





Asset management

Relationships

Asset owner

The screenshot displays an asset management interface. On the left, a central node labeled "HP Pavilion Laptop" is connected to four relationship nodes: "Send Data to" (AWS EC2 cloud), "Runs" (FEEDHEAD PC ...), "Connected to" (HP Printer), and "Consists of" (Sales force). On the right, the "Asset Details - HP Pavilion Laptop" panel shows the asset name, impact (High), used by (Nancy), and asset state (In Transit). Below this, there are four summary cards: Tickets - 67, Problems - 6, Changes - 3, and Releases - 1. A list of incidents is shown below, including SR-31 (Request for Indhu), INC-149 (server crashed), INC-154 (server is slow), INC-192 (server is slow), and INC-212 (server is slow).

HP Pavilion Laptop

- Send Data to: AWS EC2 cloud
- Runs: FEEDHEAD PC ...
- Connected to: HP Printer
- Consists of: Sales force

Asset Details - HP Pavilion Laptop

HP laptop
Impact: High
Used By: Nancy
Asset State: In Transit
Managed By: Dave

Tickets - 67 | Problems - 6 | Changes - 3 | Releases - 1

SR-31 : Request for Indhu : Request for sample (product A)
Status : Closed | Agent : Dave

INC-149 : server crashed
Status : Open | Agent : No Agent

INC-154 : server is slow
Status : Open | Agent : No Agent

INC-192 : server is slow
Status : Closed | Agent : No Agent

INC-212 : server is slow
Status : Open | Agent : Andrea



SERVICE CATALOG

Smart, hassle-free shopping experience



Service catalog

SERVICE REQUEST

Users can place service requests with an intuitive shopping cart like catalog

ENTERPRISE CATALOG

Maintain a consolidated enterprise service catalog including other functions such as HR, facilities, legal etc.

SERVICE AVAILABILITY

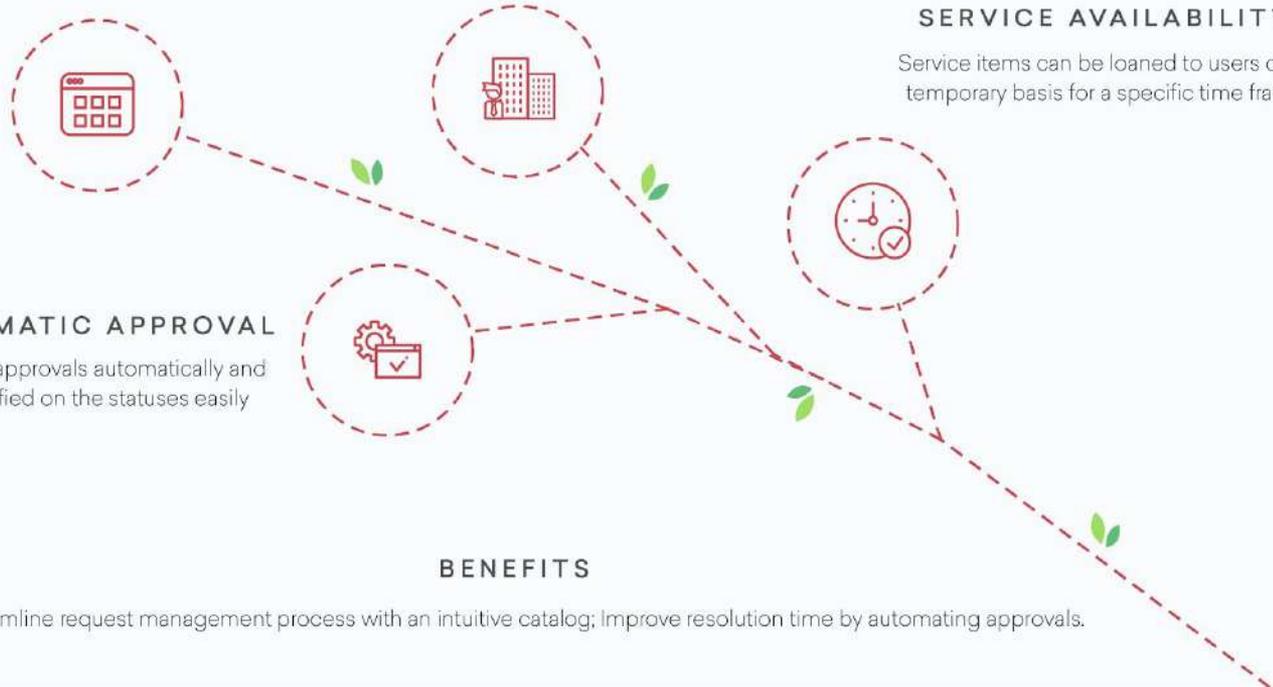
Service items can be loaned to users on a temporary basis for a specific time frame

AUTOMATIC APPROVAL

Manage approvals automatically and be notified on the statuses easily

BENEFITS

Streamline request management process with an intuitive catalog; Improve resolution time by automating approvals.





Service catalog

Service categories

Service items

The screenshot shows an IT servicedesk interface with a blue header and a white main content area. The header includes the logo 'IT servicedesk' and navigation links: HOME, SOLUTIONS, TICKETS, and SERVICE CATALOG. A user profile for 'Nancy' is visible with a notification badge and a 'New Ticket' button. A search bar is located on the left side of the main content area. Below the search bar, there is a list of 'SERVICE CATEGORIES' including Hardware Provisioning, Software Installation, Data Services, Application Access, Retail Services, HR & Legal Services, Partner Programme, and Administration. The main content area displays a grid of service items, each with an image, title, description, and price. The items shown are Adobe Photoshop CS6, Apple iMac, and Apple MacBook. A fourth item, 'Become a Partner', is also visible. An arrow points from the 'Service categories' label to the 'Hardware Provisioning' category, and another arrow points from the 'Service items' label to the 'Become a Partner' item.

IT servicedesk

HOME SOLUTIONS TICKETS SERVICE CATALOG

Nancy 2 [New Ticket](#)

Search for Service item

SERVICE CATEGORIES

- Hardware Provisioning
- Software Installation
- Data Services
- Application Access
- Retail Services
- HR & Legal Services
- Partner Programme
- Administration

Adobe Photoshop CS6
Request a new Photoshop ac...
\$ 699.00

Apple iMac
Request for a new Apple iMac.
\$ 1099.00

Apple MacBook
Request for a new Apple Mac...
\$ 1299.00

Become a Partner
Partner registration



PROBLEM, CHANGE & RELEASE MANAGEMENT

Analyse, plan and deploy changes at ease



Problem, Change & Release Management

ROOT CAUSE ANALYSIS

Provide a permanent fix to recurring issues with Freshservice problem management. Maintain a Known Error Database, KEDB to track known problems

CHANGE PLANNING & APPROVAL

Minimize risk and impact of changes on business with Change management; Optimize resources by automating change approvals

IMPLEMENT PLANNED CHANGES

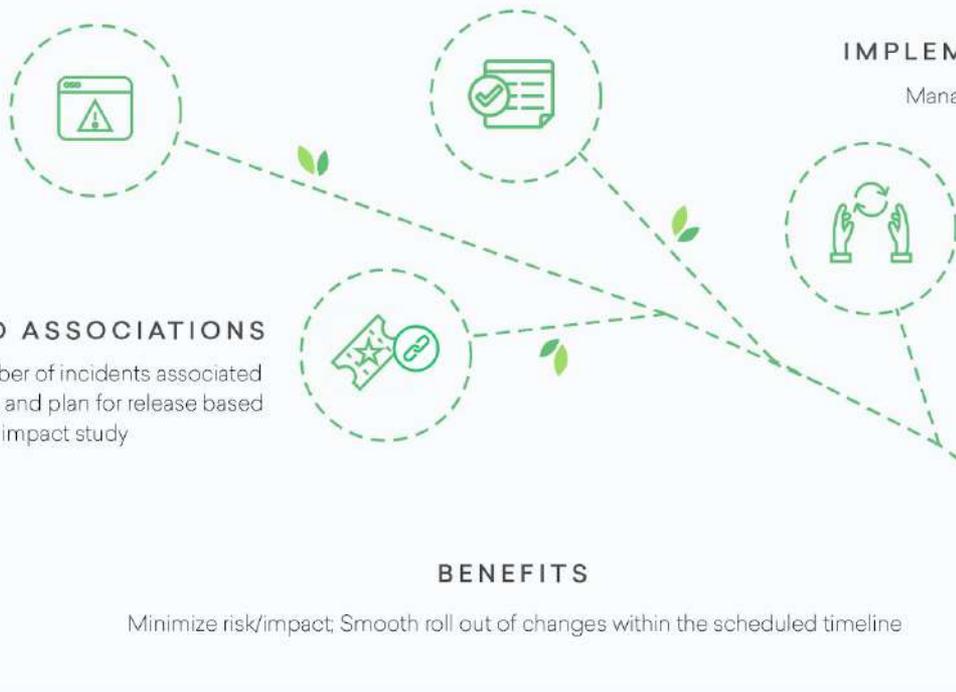
Manage change planning and approvals

UNDERSTAND ASSOCIATIONS

Understand the number of incidents associated to a problem/change and plan for release based on the impact study

BENEFITS

Minimize risk/impact; Smooth roll out of changes within the scheduled timeline



Problem, Change & Release Management

Change schedule

Changes / #CHN-18

DNS server reconfiguration
Barani on Wed, 29 Nov, 2017 at 2:16 AM
Few users reported DNS server is not responding

Notes (1) Tasks (1) Associated Tickets (1) **Problems (1)** CI's (1) Activity (10)

problems linked to this Change.
#PRB 12 - Server not responding - Problem Statement
+ Existing Problem

Planning

Reason for Change

- The DNS client received a "Name not found" error message

Open, Low

Update Associate More

Status: Open
Priority: Low
Approval: Requested Approve / Reject
Start: Thu, 30 Nov, 2017 at 4:45 PM
End: Wed, 27 Dec, 2017 at 12:00 AM
DNS server reconfigura...

CHANGE PROPERTIES Update

Status: Open Priority: Low
Impact: Low
Risk: Low
Change Type



MOBILE APP

Manage your service desk on the move



Mobile app

TO DO LIST

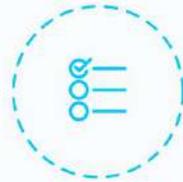
Get a single view of their daily stream of work-items across modules

ONE CLICK ACTION

Speed up approval process with approval notifications and delegation

TRACK ASSETS ON-THE-GO

Native barcode scanner scans assets on the go and maintains asset database



MANAGE CHANGE REQUESTS

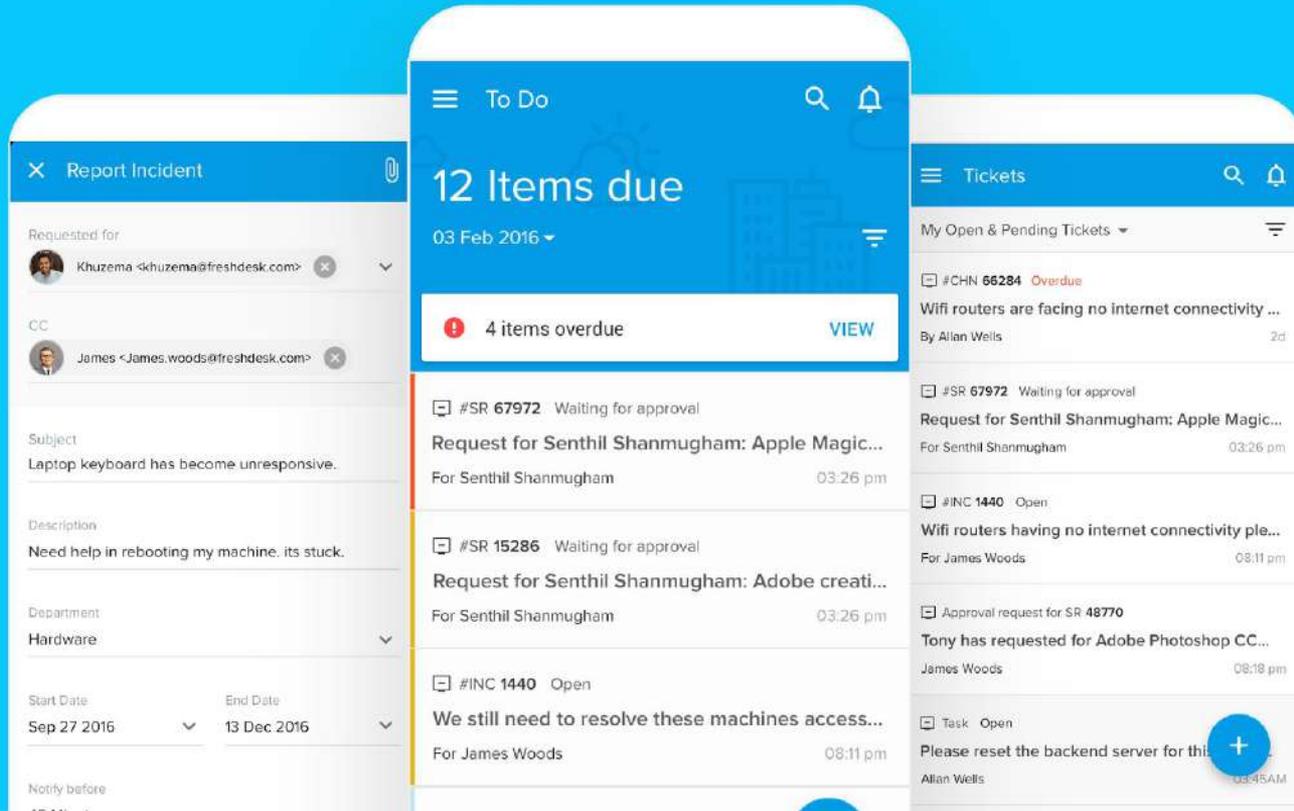
Manage change planning and approvals easily

BENEFITS

Mobile exclusive features enhance usability, accessibility and improves response rate



Mobile app





MARKETPLACE APPS

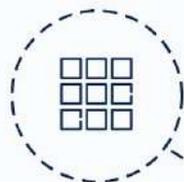
More than 50 apps to integrate with



Marketplace apps

APP GALLERY

Admins can pick and choose apps they wish to install



BUILD YOUR OWN APP

Publish apps on your own using our developer portal



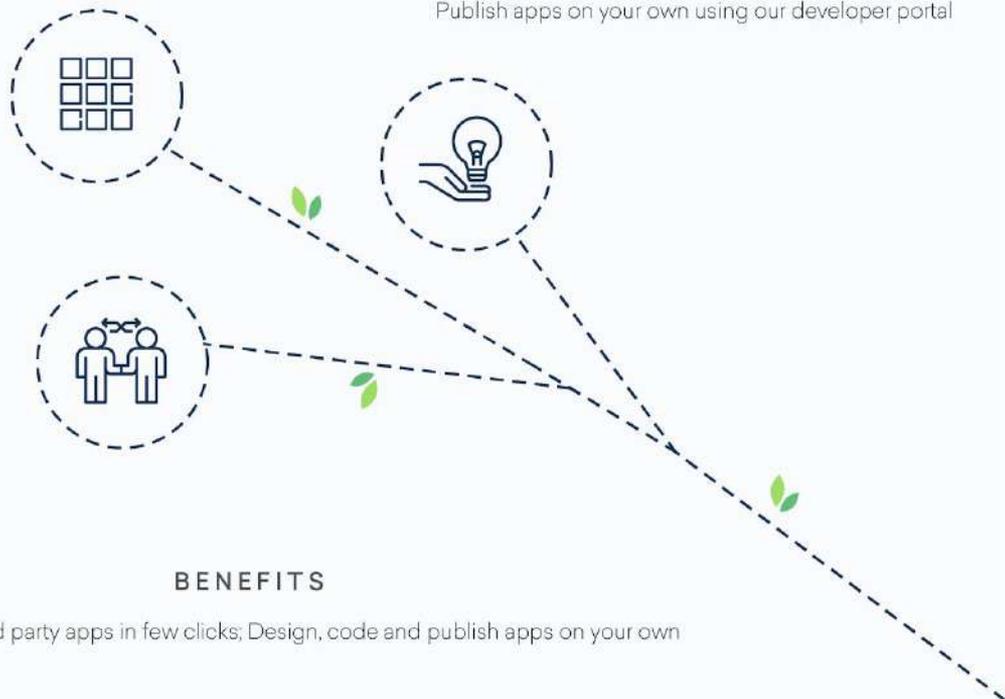
SOLUTION PARTNERS

Become our technology partner in building apps to enhance product capabilities



BENEFITS

Integrate with third party apps in few clicks; Design, code and publish apps on your own



Marketplace apps





Pricing



Pricing

SPROUT

For getting started

FREE

up to 3 agents and 100 assets

- 100 End Users
- Incident Management
- Self-service Portal
- Knowledge Base
- Asset management
- AD Integration

BLOSSOM

Perfect for small teams

\$29

/agents/month billed yearly
c20 per additional asset

- Everything in Sprout and...
- Unlimited End users
- Custom Reports
- Multiple Help Desk Emails
- Custom Domain Mapping
- Time Tracking

GARDEN

Ideal for growing teams

\$49

/agents/month billed yearly
c20 per additional asset

- Everything in Blossom and...
- Change, Problem, & Release Management
- Multiple SLAs & Business Hours
- Priority Matrix
- Scheduled Reports
- Custom Roles

ESTATE

Best value for large teams

\$79

/agents/month billed yearly
c20 per additional asset

- Everything in Garden and...
- Service Catalog
- Project Management
- Advanced Security - Custom SSL & Custom Email Servers
- Contract Management
- Gamification

FOREST

Made for enterprises

\$99

/agents/month billed yearly
c20 per additional asset

- Everything in Estate and...
- IP Whitelisting
- 1 Hour Support SLA
- 99.9% Uptime SLA
- Customer Success Manager
- Data Center Location



Freshservice - Global Customers





Customer quotes



Fresh and simple. That is what we are looking for in today's world where simplicity is overlooked and not found in other tools.

LAUREN NUNNALLY

Director of Support, Swinerton Builders



Freshservice is smooth and sexy, fresh and new – it is all you need in an ITSM solution. Freshservice’s support was very good during the implementation

PIETER THEWIS

Director of Operation, Bam Belgium (Belgium)



Case studies



Industry : Textile and Chemicals

PAIN POINTS

Inefficient operations

Maintenance issues

Inflexibility



WHY FRESHSERVICE

Intuitive UI

Proactive support

Flexibility

WE REPLACED

servicenow

Number of service desk agents : 100



FAVOURITE FEATURES

Automatic ticket creation

Supervisor rules for automation

Merged feature

Customer satisfaction survey



Freshservice helped us to have full control of our service desk and administer key activities, which, for any global firm is extremely essential.



PIETER THEWIS

Director of Operation,
Bam Belgium (Belgium)



Industry : Financial services



PAIN POINTS

No visibility of user history

Manual work even for creating tickets

Zero motivation



WHY FRESHSERVICE

Usability

Easy setup and transition

Linking of various records easily

WE REPLACED



Number of service desk agents : 6



FAVOURITE FEATURES

Customer satisfaction rating

Self service portal



METRICS

Time taken to set up 15 mins

Number of branches served 45%

Increase in portal usage 33%



When a tool is intuitive and easy to use, you're more likely to explore and make the most all of the tool's functionalities. And if we hadn't used Freshservice, we'd probably be looking for other alternatives now.



KENNETH BYRNE

IT Service Director,
MoneyCorp



Industry : Healthcare



PAIN POINTS

- Laborious workflow
- Insufficient reporting
- Inefficient server operations



WHY FRESHSERVICE

- Scenario automatio
- Change management
- Mobile app

WE REPLACED



Number of service desk agents : 11



FAVOURITE FEATURES

- Canned responses
- Supervisor rules for automation
- Customer satisfaction survey



METRICS

- Increase in first contact resolution 44%
- Reduction in resolution times 92%
- Reduction in duplication of effort 75%
- Upliftment in approval speed 51%
- Reduction in ticket backlogs 93%



Freshservice helped us achieve an annual tool cost saving of \$15,000 and operational cost savings of \$5,000 per service desk agent.



BEN LAXTON

Service Delivery Manager



Industry : Higher Education

PAIN POINTS

Poor adoption of existing tool

Couldn't manage complicated workflows



WHY FRESHSERVICE

Service catalog

Gamification

Automations

Change management

WE REPLACED



Number of service desk agents : 7



FAVOURITE FEATURES

Customizable fields

Usability

Easy tracking



METRICS

Increase in first call resolution 92%

Customer satisfaction 90%

On time resolution 250%

Tickets raised via email 50% to 33%

Change related incidents 26% to 2%



Freshservice has been well worth the cost. My team enjoys using it,
which is half the battle.



BEN GREENO

IT Operations Manager,
Judson University



Industry : Integrated Service Provider

PAIN POINTS

- Lack of cloud support
- Inefficient processes
- Service desk backlog



WHY FRESHSERVICE

- Reporting
- Incident management
- Self service
- Single sign-on

WE REPLACED



Number of service desk agents : 60



FAVOURITE FEATURES

- Cloud delivery model
- Flexibility to customize tool
- Closed-loop metrics



METRICS

Customer satisfaction	96%
First contact resolution	80%
Number of tickets per month	6000



I was surprised at the speed of implementation, Freshservice was available the next day and ready to use in under a week.



CRAIG BELL

IT Service Director,
Cordant Group