



Uncomplicate your IT service desk

Say goodbye to clunky tools and expensive consultants

Simplify IT with Freshservice



Get started in days

Implementation made effortless and quick. Get up and running in a matter of days.



Easy to use, Intuitive UI

Designed keeping the user at the front and center. A user experience like never before.



Enterprise Ready

Built to connect with your existing tools and systems. A platform that scales as you grow.

Freshservice capabilities



Powerful ticketing

Assign, prioritize and resolve tickets. Set and manage SLAs and escalations



ITIL - aligned

Use problem, change and release management to standardize service delivery



Asset Management

Use hardware, software asset management and CMDB to gain visibility into assets



Service Catalogue

Display service offerings in a shopping site-like template for ease of raising requests



Knowledge Management

Create a beautiful self-serve portal with FAQs, solution articles and community forums



Graphical workflow editor

Create workflows to automate repetitive tasks using simple drag and drop actions



App marketplace

Use APIs and SDKs to connect to your favourite apps and better manage your service desk



Team huddle

Start a conversation with your teammates from within a ticket for quick and efficient resolution



Enterprise Reporting

Generate custom reports to measure what matters and gain insights into your operations

You're in good company

HONDA

veeva

NHS

M&CSAATCHI

The highest rated service desk solution



Gartner Peer Insights
Customers' Choice for
ITSM Tools



SDI Award for Best
Implementation for 2
successive years



Capterra's Most Popular
ITSM Software



G2 Crowd Service Desk
Software Leader 2018

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