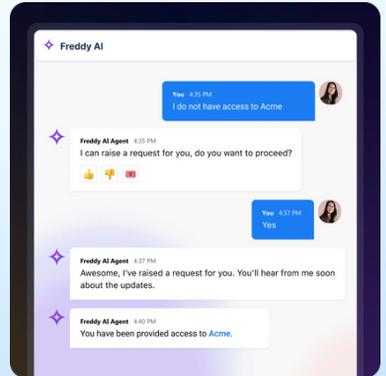




# Freshservice uncomplicates employee experience

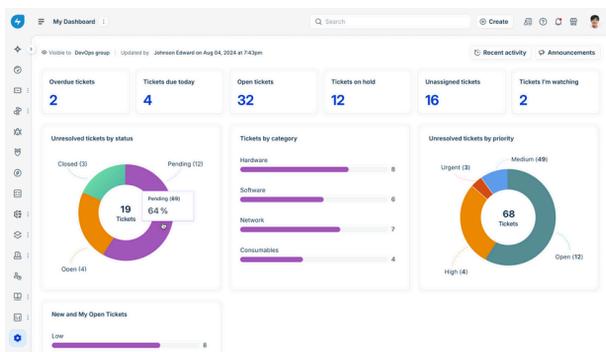
For rapid impact and faster ROI



## The Freshservice advantage

Enterprise IT is evolving faster than ever. With AI accelerating change, IT is no longer measured only by ticket volume and SLA adherence. IT teams are now expected to deliver proactive, enterprise-wide service, enable seamless employee experiences, and operationalize AI in ways that create measurable outcomes, often while managing tighter budgets and growing complexity.

Freshservice is a unified, AI-native platform that brings ITSM, ITIM, ITOM, and ESM together on a single platform with a common data and intelligence layer. Freddy AI is embedded across key workflows powering intelligent self-service, agent assistance, and proactive insights. The result is faster, reliable outcomes and better employee experiences—without the cost, complexity, or lengthy implementation cycles.



## Benefits

### Unified experiences, single source of truth

Consolidate ITSM, ITIM, ITOM, and ESM on a single platform with a common data model to enable end-to-end service visibility.

### People-first AI, built for IT

Deliver exceptional employee support, smarter agent work, and proactive insights with Freddy AI, powered by trusted data and built-in governance.

### Rapid impact, no setup burden

Go live quickly with intuitive configuration, out-of-the-box workflows, and low-code automation, driving impact in weeks, not months.

### Proven partner at scale

Scale confidently as your needs evolve with flexible plans, enterprise-grade support, and a continuously evolving platform that keeps pace with innovations.

## The Freshservice advantage

**98%**

CSAT for IT & Business Teams

**96%**

First Response SLA

**74%**

First Contact Resolution

**41%**

Drop in Average First Response Time with Freddy AI Copilot

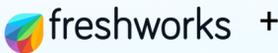
**77%**

Drop in Resolution Time with Freddy AI Copilot

**66%**

Average Ticket Deflection Rate with Freddy AI Agent

## Customer testimonial



"We had high expectations when we brought Freshservice on board, and we're on track to meet or surpass all of them. We have an incredibly demanding operation, and only Freshservice is able to keep up."

**Wanessa Borba, IT Governance Coordinator**

## Industry accolades

**FORRESTER**

'Strong Performer' in The Forrester Wave: Enterprise Service Management, 2025

**Gartner**  
Magic Quadrant

'Niche Player' in the Magic Quadrant for AI Applications in ITSM, 2024

## Trusted by 75K+ customers big and small



**QUALFON**



**AG Barr**  
BUILDING GREAT BRANDS

**RingCentral**

**aramex**