

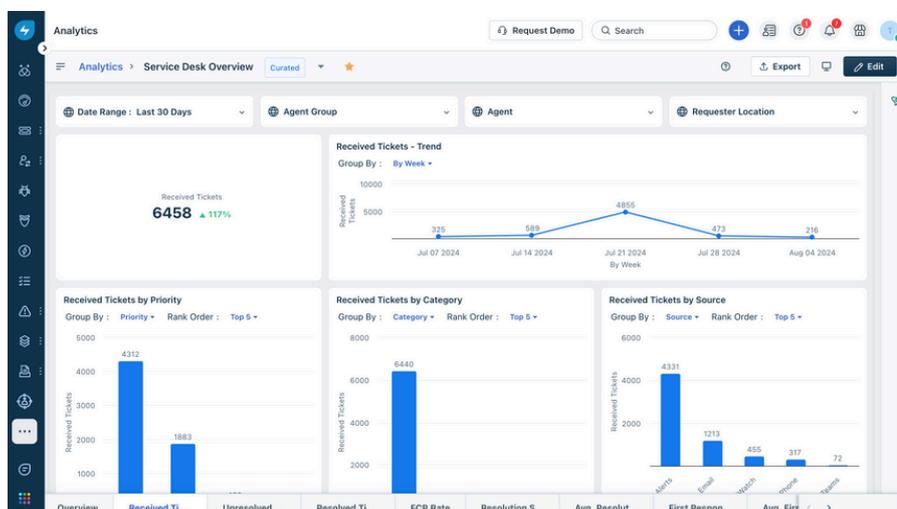
# Uncomplicate employee experience

For rapid impact and faster ROI

## The Freshservice advantage

Fragmented tools, siloed systems, and ever-evolving infrastructure make IT more complex than ever. This complexity can reduce efficiency, employee morale, and business value. Yet expectations are higher than ever. IT must deploy AI, enhance service quality, retain talent, and boost productivity—often with tighter budgets. Legacy vendors add to the challenge with outdated solutions that bloat IT environments and fail to deliver timely, measurable results.

Freshservice is a modern, AI-powered platform for managing IT and employee services, IT assets, and IT operations on a unified platform. Designed to boost agent productivity, delight employees, and drive bottom-line savings, Freshservice offers enterprise-grade capabilities without the burden of high costs, complexity, or lengthy implementations.



## Benefits

### Unified platform

Empower IT teams to consolidate ITSM, ITOM, ITAM and ESM, into a single, unified platform—reducing complexity and accelerating service delivery.

### Easy and intuitive

Easily configurable with an intuitive interface, ensuring quick user adoption with minimal training.

### Faster ROI with lower TCO

With fast setup, automatic updates, low maintenance, and easy adoption, realize strong value while cutting visible and hidden costs.

### People-first AI

Delight employees, supercharge agent productivity, and drive operational efficiency with secure, trusted, and native AI copilots, AI agents, and AI insights.

## The Freshservice advantage

# 356%

ROI in less than 6 months

# 100%

First Response SLAs

# 77%

First Contact Resolution

# 53%

Of incoming tickets deflected by Freddy AI Agent

# 26%

Drop in Average First Response Time with Freddy AI Copilot

# 34%

Decrease in Average Resolution Time with Freddy AI Copilot



Consolidating from 10 different platforms down to a single intuitive one has not only improved employee experience, it has saved us a significant amount of money.

**Pradeep Singh**

VP of Infrastructure and Operations

[Read full customer story >](#)



## Industry accolades



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



'Contender' in The Forrester Wave: Enterprise Service Management, 2023

## Trusted by 72K+ customers big and small



We're always there to help with your queries.  
If in doubt, feel free to reach out to [support@freshservice.com](mailto:support@freshservice.com)

© Freshworks Inc. All Rights Reserved



[freshworks.com](https://freshworks.com)