



# 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



## 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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