

# Remote Administration Services

**System Enhancements | Problem Resolution | Ongoing Administration + Support**

Are you limited on time, budget, resources, or expertise to truly leverage Freshservice's robust features as you initially intended?



## Freshworks

North American Most  
Valuable Partner of the Year



## Freshworks

Global ITSM Strategic  
Partner of the Year



## Platinum

Partner of Freshworks



## 5,800+

Successful IT Implementations  
in Many Different Business Verticals



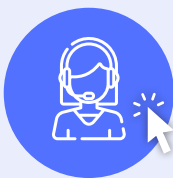
## 1,800+

Customers Throughout  
North America



## Certified

ITSM Consultants and Engagement  
Managers in ITIL and Freshworks



**Connect with  
an Expert Now**



## Benefits

- Easy access to experts
- Free up critical resources
- Optimize tool utilization
- Implement best practices
- Deploy customizations faster
- Enhance business continuity
- Streamline routine updates
- Response time - 4 hours



## Leverage a Team of Freshservice Experts

- User Administration
- Support Troubleshooting
- Security + Roles
- Assignment Rules
- Customer Portal Customization
- Existing Form Modifications
- Notifications
- Report/Dashboard Modifications
- Expand Existing Workflows
- Auto Routing Rules
- Preventive Maintenance Schedules
- CMDB Modifications
- Service Catalog Modifications
- Scenario Automations
- Business Rules
- Health Check



## Purchase Plans

- \$250 per hour
- Purchase in blocks of hours
- Flexible to your schedule
- Volume discounts available