



Flycast Partners is Your All-In-One Source for Freshservice



400+

Freshworks Customers in North America



23k

Hours Performing Freshservice Services



Platinum

Partner of Freshworks



Certified

in ITIL / Freshworks



2022 & 2023

North American Most Valuable Partner of the Year



2022—2024

Global ITSM Strategic Partner of the Year

New Implementations | Custom Enhancements

Our US-based Freshworks- and ITIL-certified experts have the industry and product knowledge to accelerate the project's pre-implementation phase, engage immediately, and work in parallel with your team, addressing all aspects of the project's planning, implementation, and support cycles.

Discovery/Design/Documentation

Meet with key stakeholders to discuss, capture, and review objectives aligning to best practices

UAT Remediation

Provide testing, feedback, and remediation requirements

Launch

Go-Live support and Post-implementation Hypercare



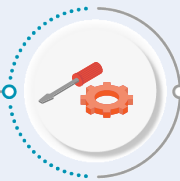
Project Readiness

Ensure alignment and a strong foundation for success



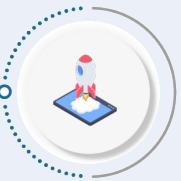
Configuration

Lead the build to the desired functionality



Training/Knowledge Transfer

For admins, agents, and users, with OCM resources



Enterprise Service Management

Centralize Support and Services For IT and Business Teams



Events



Facilities



Finance



HR



Legal



Procurement



Security



Travel



Remote Administration Services

Leverage an award-winning team of US-based Freshworks- and ITIL-certified experts



System
Enhancements



Problem
Resolution



Ongoing
Administration
+ Support

Professional Services

For customers who have started with the core ITSM essentials, Flycast Partners can rapidly deploy and scale new improvements and additional capabilities to your existing Freshservice environment.

Gap Analysis

Training in Best Practices

Custom Integrations

- Automation Tools
- Discovery Solution for CMDB
- Expand ITAM Processes
- External Systems
- Third-Party Tools

Design and Configure Additional ITIL Processes

- Change Management
- Configuration Management
- Problem Management
- Release Management

Develop OOTB or Custom Automation

- Ticket Assignments
- Time-Based Automations
- Nudge Notifications

Advanced Workflows and Self-Resolution Functions

- Self-Service Features
- Service Catalog
- Conversational Interface Design
- Adding/Setting up Chatbots
- AI Features and Capabilities