



Implementation + Support Offerings

MAXIMIZE THE CAPABILITIES OF FRESHSERVICE

With more than 5,500 separate engagements in many different business verticals, Flycast Partners, a premier partner of Freshworks, specializes in IT consulting and implementation services. Using a mature, holistic methodology, Flycast Partners provides Freshservice customers with a quick and cost-effective way to ensure you maximize your investment. Our ITIL- and Freshworks-certified ITSM Consultants and Engagement Managers supervise all stages in the designing and building of upgrades, new features, and improvements into your ITSM environment as well as guide your team following ITIL-based best practices, ensuring staff possesses the ability to leverage best practices and manage Freshservice's modernizing service capabilities and unifying IT support in the most effective way possible. From our years of hands-on technical experience, we have the right answers to successfully support on-time delivery of projects and services, aligning businesses with unique organizational needs and requirements exceeding both strategic and tactical goals now and beyond deployment.

OUR STRATEGIC APPROACH

Flycast Partners offers implementation packages, custom design packages, and ongoing enhancement offerings targeting organizational long-term needs. We provide formal solution instructions and introduce all configured functionality to your team, enabling organizations to plan, build, and deploy IT enhancements meeting objectives from both a design and response standpoint. After researching, analyzing, and understanding your core organizational needs and priorities, Flycast Partners conducts highly interactive workshops and design sessions, collaborating with stakeholders, managers, and technical staff on project requirements, budget, timeline, scope, and desired state. We oversee logistics, identify required resources, keep the project plan updated, provide timely status reports, and cooperate with your organization to remove any barriers for success. Our proven implementation and project management methodology allows organizations to be productive much faster than traditionally possible. The goal of a successful implementation is to deliver the technologies, trainings, and skillsets enabling organizations to be self-sufficient in managing Freshservice at peak efficiency alongside the new enhancements and ITIL best practices and processes.

IMPLEMENTATION PACKAGES

Bronze	3 Week Engagement	Review & Feedback	Configuration Review, Go-Live
Silver	6 Week Engagement	Basic Configuration Needs	Kickoff, Configuration, Test & Train, Go-Live
Gold	10 Week Engagement	Complex Configuration Needs & Basic Assistance	Kickoff, Joint Configuration, Test & Train, Go-live
Platinum	16 Week Engagement	Complex Configuration Needs & Advanced Assistance	Kickoff, Configuration, Test & Train, Go-live

CUSTOM IMPLEMENTATION

For organizations wanting to align with more mature ITIL processes or for those in search of a more tailored approach beyond the typical Freshservice implementation packages, Flycast Partners provides a customized experience based on our proven ITSM implementation methodology. We begin with detailed scoping discussions with experienced business analysts to understand organizational goals and objectives. Once a statement of work is agreed upon, we assign an Engagement Manager and one or multiple Freshworks-certified ITSM Consultants dedicated to the project from scope to go-live, including design, configuration, testing, documentation, and training.

CUSTOM INTEGRATIONS

- Automation Tools
- Discovery Solution for CMDB
- Expand ITAM Processes

REMOTE ADMINISTRATION

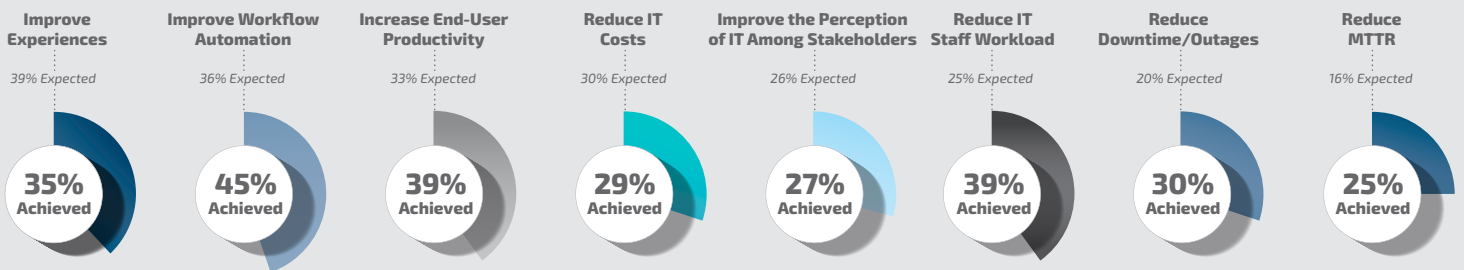
Flycast Partners is also equipped to provide day-to-day administration of Freshservice. Our Remote Administrative Services deliver high levels of support and availability, providing expert help reinforcing and expanding organizational processes, technologies, and services. Whether completing production changes faster, catching up on backlogged projects, or correctly incorporating new features into your Freshservice environment, our knowledgeable team with years of administration experience possess the advanced technical skillsets to perform tasks, execute configurations, and address external services effectively. By leveraging our specialized talents, organizations enhance business continuity and maximize their investment without worrying about maintaining the quality of their system and critical resources, enabling internal IT staff to focus on strategic efforts instead of spending time on operational and maintenance activities.

freshservice

Premium Implementation + Support Offerings

Benefits Expected and Experienced by Applying AI Technology to ITSM/ITOM Systems*

**Based on responding companies that are fully implementing AI (232) or that have made initial implementations*



DELIVER IMMEDIATE VALUE

Ensure success in the setup, configuration, ongoing management, and enhancement of Freshservice:

- Accelerate User Adoption
- Leverage Best Practices
- Increase Speed to Market
- End Operational Silos
- Enable Rapid ROI
- Improve ITIL Maturity

VALUED PRODUCT/PROCESS ENHANCEMENTS

For Freshservice customers who have started with the core ITSM essentials, our Freshworks-certified ITSM Consultants are available to assist in rapidly deploying and scaling new improvements and customizations, adding additional capabilities to your existing Freshservice environment. We want to understand where you are today and where you want to be tomorrow.

Beginning with a strategic scoping session, Flycast Partners reviews the current state of your Freshservice environment, analyzes the next steps needed to achieve desired goals and business outcomes, and improves the platform's functionality with the right sustainable solutions to align with long-term success.

The following product/process enhancements comprise a short-list of examples we can quickly launch:

Design and Configure Advanced Workflows

- Password Reset
- New Hire Onboarding
- Change Request
- Multi Department Tasks
- Employee Offboarding
- Approvals

Develop OOTB or Custom Automation

- Ticket Assignments
- Time-Based Automations
- Nudge Notifications

Expand and Configure Additional ITIL Processes

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

Design and Configure Self-Resolution Functions

- Self-Service Features
- Service Catalog
- Conversational Interface
- Adding and Setting up Chatbots

Design and Configure Support Beyond IT

- Events
- Facilities
- Finance
- HR
- Legal
- Procurement
- Security
- Travel