

Freshservice Customer Success

Flycast Partners Simplifies Information Technology—For You, With You

FLYCAST PARTNERS: FRESHSERVICE AND ITSM EXPERTS

Flycast Partners, a premier partner of Freshworks, removes the complexity from service delivery by implementing sustainable, long-term solutions to achieve digital transformation for organizations valuing security, transparency, and governance. From our years of hands-on experience successfully delivering more than 5,500 separate engagements in many different business verticals, Flycast Partners specializes in planning and rapidly deploying Freshservice to align with unique organizational requirements exceeding both strategic and tactical goals, ensuring secure access to digital resources and a seamless end-user experience for all services residing on the centralized platform.

MAXIMIZE ITSM CAPABILITIES

Our ITIL-trained, Freshworks-certified ITSM Consultants and Engagement Managers have the right answers to successfully support on-time delivery of projects and services as well as provide a mature, holistic methodology for executing Freshservice's modernizing service capabilities and unifying IT support, ultimately leading to a substantial decrease in the administrative support normally required for customization, deployment, administration, and upgrades. For organizations trying to expand digital support services beyond IT and into Marketing, HR, Finance, Facilities, and Procurement, we offer guidance on the next steps needed to provide your users with exceptional service delivery.

TRANSFORM IT SERVICE MANAGEMENT

- Project Management
- Self-Service
- Service Catalog
- Knowledge Base
- Asset Provisioning & Discovery

FRESHSERVICE: UNIFY IT SUPPORT

To surmount the rising expectations users demand from digital services, Freshworks modernizes and right-sizes ITSM with Freshservice, an automated enterprise solution monitoring services and performance in real time, providing a secure, personalized, and productive end-user experience consistently for all services on a centralized platform available 24/7/365.

EASY TO CONFIGURE AND AUTOMATE

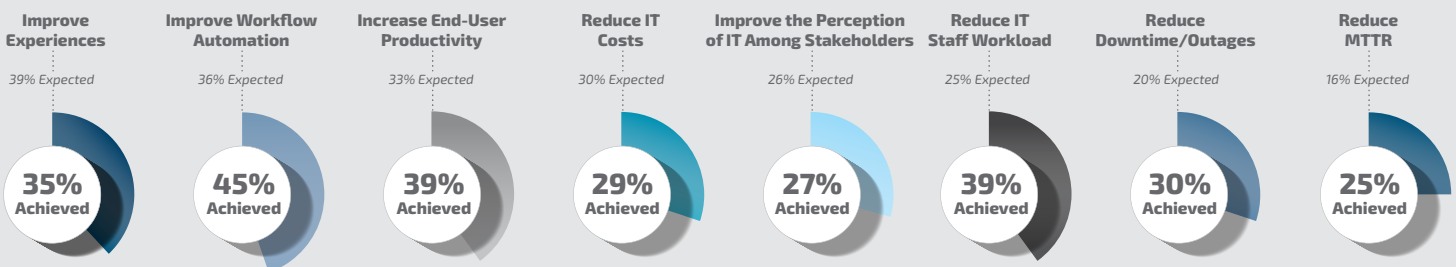
Freshservice is a cloud-based help desk and service management platform giving end-users a single point of access for all services to reliably resolve issues, fulfill requests, and troubleshoot on their own, reducing the organizational administrative burden and minimizing internal support requirements while increasing transparency and ensuring adherence to security compliances. Freshservice allows organizations to leverage the capabilities of modern ITSM support with flexible automation tools and AI-based support functions to easily design and deploy advanced workflows, dynamic portals, and innovative support functions without additional outside resources.

ACHIEVE ROI FASTER

The modern enterprise solution's robust functionality enables the ability to enforce consistent policies across multi-cloud environments, increase speed to market, improve transparency, ease administrative burden, eliminate unneeded infrastructure, reduce operational costs, and realize ROI sooner than traditional ITSM solutions. For organizations targeting immediate time to value, low cost of ownership, and high end-user adoption rates, Freshservice is a cost-effective approach to IT service management and a less expensive solution than the majority of its competitors providing the core essentials for ITSM services at the enterprise level.

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*



Freshservice Customer Success

Information Technology



"There has not been any time when Freshservice has had an outage or is not available for more than half an hour and is able to handle the peak ticket volumes of 1500 a month without any outage."

Industry: Technology

40% Reduction in Ticket Volume

50% Reduction in time taken to resolve a recurring issue

Trapeze provides software solutions and services like scheduling and dispatch to transportation agencies to help them manage their business operations more efficiently. Trapeze works with a number of industry vendors in order to provide these service solutions.

With 24/7 email support and 24/5 phone support from Freshservice, Trapeze found the response time from Freshservice as per its needs. Any customization requirements were easily understood and implemented well within the required time frame. The platform's simple and easy to use user interface enabled the employees to use the self-service portal to solve the issues themselves, thus reducing the workload on IT support agents. Now the company can measure CSAT scores and improve on its service. The SLA compliance can also be measured and evaluated.



Industry: IT/IT Services

71% SLA Improvement

50% Decrease in Redundant Tickets using Automation

Mipsmedia is a leading global provider of Information and Communications Technology consulting and management services. They specialize in providing IT services to small and medium sized organizations that need help with their technology environment due to recent growth, complexity, insufficient staffing, and lack of knowledge.

Mipsmedia needed a modern ITSM tool to improve its internal IT support process. According to Mipsmedia, Freshservice provides their IT team with all the features they need. Aside from being easy to use, it has integrations with popular tools they use and powerful automation to reduce manual efforts. Mipsmedia saw increased operational efficiency, quicker resolution, and reduced overheads in their IT department.

Freshservice's ticketing system combined with automations took care of over 50% redundant tickets. Scheduler allowed them to schedule their free on-site visits, translating to time saved. However, Mipsmedia's biggest victory was the Box integration, considering that all their tickets in the service desk came with attachments. Being able to connect their favorite plugins and tools is helping them scale up IT processes along with the growth of their business.

Freshservice Customer Success

Information Technology

RingCentral

"Freshservice has opened up our eyes to deploying new processes in a new fashion. We're no longer constrained by our legacy ITSM system. Previously everything was manual. Freshservice automation gives us peace-of-mind."

Industry: Cloud Computing

RingCentral is a publicly traded provider of cloud-based communications and collaboration solutions for businesses that help lower customer costs by removing the need for on-premises telephone systems. RingCentral faced a critical challenge in the wake of COVID. They needed to adapt on the fly and convert 1000s of office workers to work remotely in a matter of days, not weeks or months. With Freshservice, RingCentral's IT can handle the inevitable spike in support issues and the resulting increased ticket volume.

Rather than meticulously test out an environment for a year before deploying, the team was forced to develop an entire virtual system in a sprint. With Freshservice's built-in features, their IT team can manage questions and issues quicker than ever before. By quickly categorizing and deploying knowledge articles, the team was sometimes able to route requests to articles created earlier the same day. They automated repetitive tasks and manual processes soon after they were identified, saving agents time by not working on repetitive tickets.

For RingCentral, Freshservice is more than just an ITSM tool. The ability to allow new users to customize different workflows for different departments transforms Freshservice into an Enterprise Service Management platform. The IT department decided to increase the scope of their project by adding other departments outside of IT to the platform, thus boosting their agent count from 200 to 275, a nearly 40% increase.

Waterstons

"The Freshworks team was a great asset during implementation and continue to be a key partner for Waterstons as we look to further mature and improve our services to customers, tailored to their specific needs."

Industry: IT/IT Services

Waterstons is a business and IT consultancy that provides creative technology-based solutions to business problems. With 120+ business consultants, the Waterstons team used a legacy incident and service management solution for 65+ managed service customers. With the incumbent solution, service request resolution had a higher turnaround time. From a functionality standpoint, Waterstons was looking to expand beyond help desk operations to include Change Management, Problem Management, Self Service, and Knowledge Base.

Freshservice empowered the Waterstons team to work faster, smarter, and gain better visibility into service requests with automated workflows and ticket-merging. There has been an uptake in the self-service portal powered by robust knowledge management and service catalog capabilities. As a result, their agent productivity has improved, and the average response and resolution times has dropped significantly. The team now handles 2X ticket volume and has closed 13007 tickets in comparison with 6131 tickets with their old tool.

To improve collaboration between teams, enhance asset visibility, and streamline the processes, Waterstons plans to leverage the Asset Management and Change Management modules within Freshservice more extensively. With out-of-the-box integration capabilities with Power BI dashboards, Waterstons aims to have a better analytical view of the business and operations, including extending it to new instances.

Freshservice Customer Success

Manufacturing



"Freshservice is extremely easy to setup and easy to use - both at the agent and end user level."

Industry: Manufacturing

50% Reduction of incident tickets in 9 months

Serimax provides integrated welding solutions for both onshore and offshore operations under extreme circumstances and complex environments, adapting its offer to meet the needs and specific requirements of its customers. Serimax has more than 800 employees working in over 20 different countries. The lack of a full-fledged ITSM system was frustrating and made coordinating difficult. The main goal was to implement a fully functional cloud-based solution that would better streamline processes and workflows, letting Serimax coordinate effectively between their centers.

The IT team unanimously chose Freshservice as it was the easiest to understand and implement as well as intuitive to use for both end-users and administrators. The cloud model facilitated no complications with hardware and was accessible from anywhere and any device. They were able to consolidate IT tickets and General Service into one tool, rather than using two, making daily ticket management much simpler. The default reporting options in Freshservice greatly reduced their time spent collecting and analyzing KPIs.



"We feel very happy that we decided to go with Freshservice, the process from sales to onboarding was nothing but a great experience. But the standout feature of Freshservice was its ability to do everything in a single tool."

Industry: Manufacturing

90+% SLA Agreement

TaylorMade is one of the largest American manufacturers of golf clubs, bags, and accessories. Like many large manufacturing and retail companies, TaylorMade decided to shift much of its environment to the cloud. Before engaging Freshworks, the company had outdated service management tools and methodologies that were impacting business-as-usual.

After implementing Freshservice, TaylorMade can automate communications for major incidents, locations for requesters, and approvals. Workflows like password resets and queries have been 100% automated. By bringing all IT processes into one place, TaylorMade can increase visibility into a project. Multiple agents can add details, change the status and priority, and loop in appropriate stakeholders so requestors are reliably up to date. The module helps effectively track and manage assets. The IT department takes full advantage of the Dashboard & Visualization functionality to track different reporting measures like SLA and first response, providing a deep understanding of performance.

Freshservice Customer Success

Retail

OfficeMax

"Freshservice delivers a faster IT service with greater insights, which creates opportunities for continuous innovation."

Industry: Retail

97.1% SLA Adherence

88.7% First Call Resolution

91.3% Customer Satisfaction

OfficeMax is an industry-leading workplace solutions provider known for excellence in customer service. OfficeMax has grown over 43 years to have sales and distribution centers in every state and 1500 employees across Australia and New Zealand. The objective of this project was to implement a new ITSM tool built on the ITIL framework, which would further enable the OfficeMax team to achieve its goals, delivering measurable IT service that is efficient and customer focused. Within this, there were three challenges that needed to be solved.

Led by IT managers and agents, the team collaborated across two countries, four different time zones, sixteen training sessions, and countless daily stand-ups to implement a robust solution using Freshservice. It provided an intuitive user interface, powerful ITSM, and in-depth reporting capabilities. Despite being restrained by budget resources, the project was successfully implemented through a hybrid approach, combining the waterfall model and agile project methodology. The company witnessed significant improvements in performance and end user satisfaction following the integration of Freshservice and the replacement of the in-house ticketing system with an ITIL-aligned system, which provided a single interface for tracking and managing all IT requests.

bensons for beds

"Freshservice has allowed us to improve our service management across the organisation. It has made interacting with end-users easy and allowed us to improve resolution times. We are now proactively able to solve issues and improve process efficiencies. I am delighted with the solution and am confident in our future with it."

Industry: Retail

95% First Call Resolution

Bensons for Beds is the UK's leading bed specialist and has nearly 70 years of experience in sourcing the best quality beds, frames, mattresses and bedroom furniture. The existing solution to manage service requests, which was built in-house along with intranet, was not able to scale with the growing demand and needs within the organization. The IT team struggled with having visibility on incoming issues, while the end-users were frustrated with the lack of status updates on the requests raised by them. Bensons for Beds started with using Freshservice for its IT team, transitioning from emails, and shared inboxes to a complete ticketing system within Freshservice. Eventually, the team adopted other modules and are currently following the ITIL framework to improve IT processes.

By consolidating over a hundred Office 365 forms with service catalogues in the user portal, end-users can pick and choose their required services at the click of a button. End-users are now able to raise tickets via the user portal in addition to emails. The all-new service request forms also allowed the IT teams to obtain accurate information for each request, providing full context for the agents to work on these requests. The HR & Payroll team is leveraging Freshservice to allow employees to apply leaves and update their personal information in the company database. The Finance department is using the portal to enable end-users to raise new supplier requests, expense queries, and status of supplier invoices. The Customer Support team uses the portal to raise customer queries with the concerned departments for faster resolution.

Freshservice Customer Success

Banking and Finance

Chargebee

"Freshservice has ensured that our operational data is available to us at any point of time. It has saved us a lot of man-hours."

Industry: Finance

Chargebee is a PCI Level 1 certified recurring billing platform for subscription-based SaaS and eCommerce businesses. Chargebee integrates with the leading payment gateways around the world to automate payment collection, invoicing, email notifications, and customer management. Chargebee needed to manage its DevOps environment and globally improve its operations and service delivery experience to be PCI compliant.

One of the deciding factors in favor of Freshservice was its integration with AWS, around which Chargebee had built its services. This enables it to keep up with the standards of PCI compliance. Chargebee needs to conduct regular scans of its database entries and update its particulars. Freshservice's scheduler feature ensures they stay on schedule by letting them automatically manage updates instead of manually doing it, saving them time and resources.

Since the implementation of Freshservice, Chargebee has built its processes from scratch with the solution, setting up onboarding as well as incident, change, and release management processes. They can now record changes, automate processes, transact seamlessly, and put in place a proper approval system.

moneycorp

"Freshservice has allowed us to improve our service management across the organisation. It has made interacting with end-users easy and allowed us to improve resolution times. We are now proactively able to solve issues and improve process efficiencies. I am delighted with the solution and am confident in our future with it."

Industry: Finance

33% in Increased Self-Service Usage

Moneycorp is a UK company offering foreign exchange services to individual and corporate customers. The company provides bulk foreign notes and travel money services via a number of travel companies and airlines, dealing with more than 90 currencies in the past year. In Moneycorp's head office in London, a small IT team of service desk agents provide IT support for one of their 4 main offices and 45 branches. Prior to Freshservice, Moneycorp's existing ITSM tool provided no insight into work or any way to identify improvement opportunities. Agents could not see the history and context of the tickets they were working on and could not gain any insight into customer feedback.

Moneycorp loved that Freshservice automatically creates tickets from incoming emails. Self-service portal usage went up 33%, saving the service desk team time. Freshservice's incident management module's intuitive UI also helped the team use the ticketing functionalities to resolve the 4000+ tickets they had pending. Secondly, Moneycorp's team love the time-saving, automation capabilities. After Moneycorp adopted Freshservice, every resolved ticket automatically sent out a customer satisfaction survey. This has helped them better gauge the impact of their work and quantify the quality of support. Since Freshservice's implementation, Moneycorp's efficiency and productivity levels have shown quick improvement.

Freshservice Customer Success

Government



"The IT team at Bracknell improved the way assets were discovered, tracked, and managed. This has allowed for easier identification of problematic assets and quicker repairs."

Industry: Government

76% Increase in Self-Service

92% End-User Usage

Bracknell Forest Council is the local authority of Bracknell Forest in Berkshire, England. It serves local authorities across the region for a variety of services, including public planning, council taxes, and recycling. Their varied customer base ranges from leisure centers to schools. Bracknell's previous IT environment was plagued with manual processes. The system was also heavily siloed and restricted the flow of information among teams, resulting in longer resolution times.



"The number of tickets processed through self-service has been increasing. Freshservice is a lot more intuitive, and the Knowledge Base is so much easier to see and search."

Industry: Government

Suffolk County Council is the administrative authority for the county of Suffolk, England. It is run by 75 elected county councilors representing 63 divisions. It is a member of the East of England Local Government Association. With a total headcount of 5500+ employee, the IT and Support Services team at Suffolk County Council is tasked with ensuring the on-time availability of technological facilities and services, round the year, across all departments.

Immediately after the implementation, employees within the council's cross-department offices began using the support portal extensively to submit requests. The IT team was able to handle announcements via the help desk portal to a diverse set of stakeholders. As tickets proceed through the system, Freshservice provides agents and employees alike with an instant view of the progress. Notifications keep everyone informed of major changes. The Workflow Automator functionality has helped streamline both the IT and non-IT service requests. The ability to measure and showcase the performance of the IT help desk has been a huge positive for the team.

Freshservice Customer Success

Education



Industry: Education
99% First Call Resolution
99% SLA Adherence

"Freshservice allows us to do things that matter, when they matter. It allows us to work together as a team to support our users. To not just fix problems but let us be a part of what they do, understand what they do, and come to the table with a solution that works – not just from a problem perspective but also through innovation."

Donvale Christian College is a non-denominational co-educational school located in the outer eastern suburbs of Melbourne, Australia, with over 1,200 students from Prep to Year 12. The college needed to replace their existing ITSM tool with an ITIL-aligned one to complement their rapid growth. With their end-users being the staff, students, and parents, the team needed a solution that would let them help the overall community as well as streamline their service desk processes.



Industry: Education
92% Customer Satisfaction
250% Increase in First Call Resolution

"Freshservice can help IT managers increase efficiency by changing the conversation from 'I need more people to be successful' to 'My people are successful because they are able to focus on what they mean to do.'"

Judson University is a liberal arts university located in Elgin and Rockford, Illinois, with a student body of approximately 1,300. Their IT team was using a helpdesk tool but having major issues organizing and streamlining their activities. They decided to look for an easy-to-use cloud solution that would free up their agents' time to better serve the university staff and students.

Freshservice Customer Success

Healthcare



"The management is very excited about Freshservice. IT now works better and delivers excellent results more efficiently."

Industry: Healthcare

91% First Call Resolution

68% Reduction in Received Calls

16 Seconds for Ticket Assignment

Salinas Valley Memorial Healthcare System (SVMHS) is a California based district healthcare system that covers 15+ multispecialty clinics ranging such as primary care, orthopedics to cardiology for women's health, and more. The hospital employs over 2000 staff and 300 board-certified physicians dedicated to improving the quality of people's lives in Salinas Healthcare District and the surrounding region. SVMHS serves more than 600,000 patients every year. The IT support team has 85 agents who offer support services 24/7. In the continuous pursuit of enhancing patients' lives, SVMHS is undertaking transformation projects from building a robust Epic Ambulatory system to modernizing its IT Service Management tool.

SVMHS took a phased approach to implement the IT service desk. With Freshservice's support team at every step of the way, the IT team at SVMHS deployed the service desk portal, linked the Healthcare system's shared email address to it, and automated the task operation process. The implementation was swift, and the end-users of the hospital hit the ground running with zero training.

Freshservice empowered the IT team to gain better visibility into service requests with automated workflows. Additionally, the successful incorporation of the Ambulatory Informatics helpdesk into Freshservice resulted in greater support visibility and coordination across IT and Ambulatory Informatics.



"Love the fact that when a customer rates a ticket, it lets future agents know if they were satisfied with past service or whether they will need more than a call to make them happy."

Industry: Healthcare

92% Reduction in Resolution Time

75% Reduction in Manual Effort

Royal Rehab is a charitable private organization that helps maximize abilities and optimize lifestyles following injury or illness. The lack of a full-fledged ITSM system made it frustrating and difficult for staff and customers to coordinate. Royal Rehab's main goal was to implement a fully functional solution that would better streamline processes and workflows and let them coordinate effectively between their centers.

Aside from being a stable solution that enabled them to standardize workflow company-wide, Freshservice allowed Royal Rehab to save \$15,000 (\$5000 per service desk agent) during their first year of usage. Their ticket backlogs went from 2450 to 180.