

# Your all-in-one source for Freshservice

New Implementations | Custom Enhancements | Rent an Expert | Ongoing Administration + Support

**5,500+**

successful IT implementations in many different business verticals

**1,600+**

customers throughout North America

**Certified**

ITSM Consultants and Engagement Managers in ITIL and Freshworks

**Premier**

Partner of Freshworks

## New and Custom Implementations

For over a decade, Flycast Partners has specialized in IT consulting and implementation services, continually meeting and exceeding customer expectations. Our wealth of industry and product knowledge gives our US-based ITSM experts the competitive edge to supervise and address all aspects of the sales, planning, implementation, training, and support cycles. Flycast Partners is your one-stop shop for all Freshservice needs.

## Maximize ITSM Capabilities

Flycast Partners utilizes the knowledge of 10+ years of implementing Gartner-leading ITSM solutions. Leveraging a tested project management methodology, our ITIL- and Freshworks-certified Consultants have the expertise to engage with customers immediately, providing a more straightforward, more efficient approach for ensuring project objectives exceed both strategic and tactical goals.

## Our Strategic Approach



**DESIGN** - According to detailed objectives



**DOCUMENT** - Enhanced process flows



**BUILD** - The configurations needed



**TEST** - To meet organizational requirements



**GO-LIVE** - Be self-sufficient with the new features

**Don't need a full approach? Rent an Expert.**



## Product and Process Enhancements

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

### 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

## Custom Integrations

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

## Remote Administration Services

- Receive day-to-day administration of Freshservice
- Maintain system and critical resources more effectively
- Execute production changes faster
- Correctly and quickly incorporate new features
- Perform tasks and configurations more efficiently
- Leverage an experienced team with advanced skillsets