

# Remote Administration Services Freshservice

## 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



**5,600+**  
Successful IT Implementations  
in Many Different Business Verticals



**1,600+**  
Customers Throughout  
North America



**US-Based + Certified**  
ITSM Consultants and Engagement  
Managers in ITIL and Freshworks



**Connect with  
an Expert Now**

By leveraging our Freshservice expertise, Flycast Partners can help overcome your operational skill gaps and be your resource solution to fully optimize your usage of Freshservice, allowing the organization to scale up or down at a moment's notice.



### 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

- \$195 per hour
- Purchase in blocks of hours
- Flexible to your schedule
- Volume discounts available