

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



**350+**  
Freshworks Customers  
in North America



**23k**  
Hours Performing  
Freshservice Services



**Platinum**  
Partner of Freshworks



**US-Based**  
Certified in ITIL/Freshworks



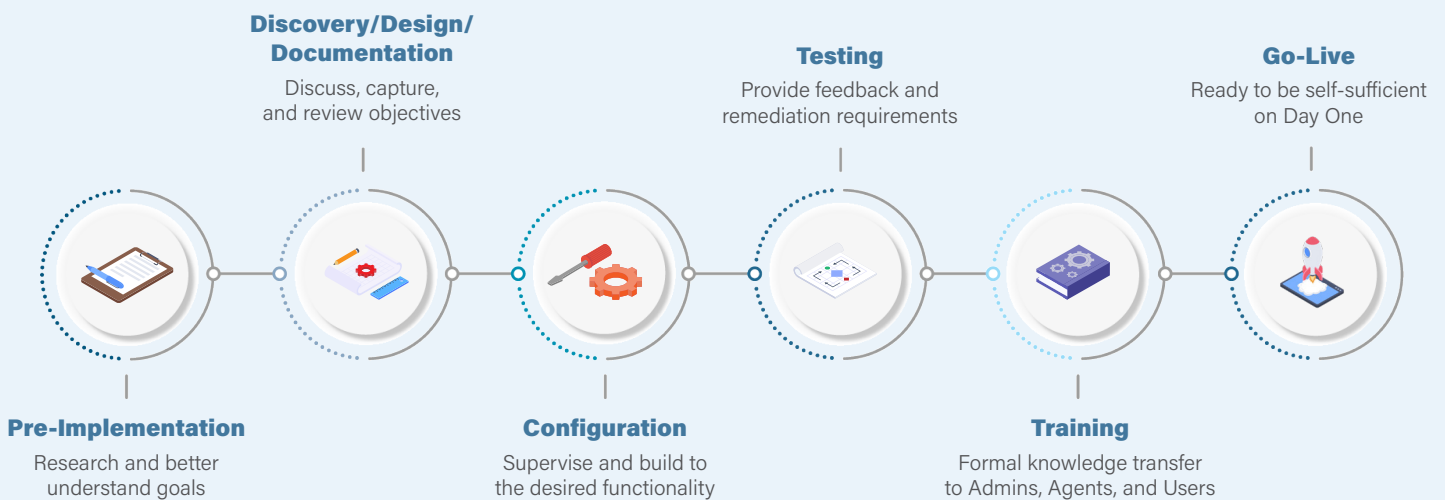
**2022 & 2023**  
North American Most  
Valuable Partner of the Year



**2022 & 2023**  
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.



## 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