

# Freshservice



## Freshservice in a nutshell

- A plug-and-play tool that you can deploy quickly
- Has an intuitive, user-friendly interface that makes adopting and navigating the tool easy
- Aims to simplify IT processes through standardizing operations
- Takes very little time to implement

## Freshservice is a good fit for organizations that...

- is already part of the Freshworks suite
- require a quick solution for standardizing IT practices
- don't need advanced functionalities
- have strong IT processes in place and don't require extra support
- Want a modern, user-friendly interface

## Things to consider when evaluating Freshservice

- **Minimal customer support**  
Freshwork's support is outsourced to India, leading to delayed response times and language barriers.
- **Higher costs in the long run**  
Freshworks becomes more expensive as your organization grows, with higher licensing fees, fees for storing extra assets, and scale-up costs.
- **Limited scope**  
The tool focuses primarily on core ITIL processes and may lack other features required for complex IT needs.
- **Upselling pressure**  
The entire Freshworks suite might be pushed on organizations, regardless of their needs.

