



AI-Powered Service Management for Every Stage of your Business

OVERVIEW

IT leaders are navigating shifting enterprise priorities amidst economic uncertainties. Generative AI holds the potential to transform the operational landscape, significantly lowering costs and improving employee experience.

The current economic downturn only complicates the situation as teams providing service management are continuously asked to do more with fewer resources as IT leaders make a case for continuing critical investments with constrained budgets. Today, it's not just about technology and processes for people. It's about enhancing IT-enabled business activities, resource management, and leveraging AI for faster value from business software.

IT service management must blend tech, innovation, and business outcomes for an agile, efficient, and responsive enterprise.

THE SOLUTION

Freshservice, by Freshworks, is an intelligent, right-sized, cloud-native IT management solution for businesses of all sizes. It provides modern service management, unified employee services, and streamlined operations for efficiency, rapid time-to-value, and improved employee satisfaction.

Freshservice offers an out-of-the-box, fully-featured service desk that is easy to use and can be rapidly deployed for instant results. It empowers employees to work anywhere, anytime in the channel of their choice. With its native AI engine, Freddy-AI, Freshservice empowers agents, humanizes employee experiences, and fosters high-performing service management.

Tailored for IT and business teams, it ensures consistent service delivery, no-code automation, and enterprise-scale integrations, driving higher ROI and effectiveness.

KEY FEATURES

- **IT Service Management** - Speed up IT service delivery with a consumer-grade, ITIL-aligned service desk for agility, reliability, and proactive incident management.
- **Enterprise Service Management** - Unify service delivery for IT and business teams to provide seamless enterprise services and uncompromised employee delight.
- **IT Project Management** - Achieve consistent business results with integrated IT service and project management for improved project planning, execution, and tracking.
- **Extensible and Scalable Platform** - Create out-of-the-box connectors, SDKs, and API configurations on our integrated platform leading to greater visibility and scale without dependency.
- **IT Operations Management** - Streamline digital operations, automate incident handling with ML-powered insights, and deliver uninterrupted IT services.

KEY BENEFITS

- **Lasting Value** - Out-of-the-box capabilities with rapid deployment and easy adoption at scale.
- **Right-Sized Solution** - Essential features you need without the overhead complexity of legacy tools.
- **Intuitive UI** - Easy-to-use, user-friendly solution that requires minimal training.
- **Always-On Services** - Ensure operational resilience and unwavering business continuity
- **Increased Agent Productivity** - AI assistance and no-code automation to focus on high-value strategic tasks.

➤ **Right-size your ITSM without skipping a beat. Your employees - and CFO - will thank you**



For all the benefits of this product and more visit [RJRinnovations.com](https://www.rjrinnovations.com)

