aws marketplace

Freshservice

Reviews, tips, and advice from real users

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Freshservice Recap

Freshservice is an intelligent, cloud-native service management solution. It provides efficiency and agility through AI to create a contextual and intelligent experience. The solution also empowers employees to work whenever and wherever they need to work. Freshservice powers integrations and workflows at the enterprise scale, building upon an open platform and marketplace with connectors and APIs that you can extend and customize.

Freshservice Features

Freshservice has many valuable key features. Some of the most useful ones include:

- ITIL-aligned processes
- Intelligent AI/ML capabilities
- Advanced CSAT
- Extensible platform
- Self-service portal
- Smart automations
- Service catalog
- Effective monitoring and alerting
- Out-of-box analytics
- Mobile app
- Marketplace apps

Freshservice Benefits

There are many benefits to implementing Freshservice. Some of the biggest advantages the solution offers include:

- **Intelligent service management and customized workflows:** Freshservice offers powered bots, automation, and orchestration to help you make management more efficient and gives you the ability to customize all workflows.

- **Fast time-to-value:** Freshservice's out-of-the-box features help you quickly deploy it and enable easier adoption, at scale.

- **Minimizes downtime:** Freshservice prevents critical issues by identifying the right alerts, collaborating with context, and delivering an enhanced end-user experience.

- **Extensible:** The solution is extensible and allows organizations to access enterprise-scale tools to customize, integrate, and automate business workflows.

- **Support:** Freshservice has 24/7 support so your issues can be addressed around-the-clock.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "We use the ticketing system primarily, which is very easy to use for all users."

Trilochana Gouda
IT manager at a comms service provider with 1,001-5,000 employees

✔ "With Freshservice in place, we have reversed the trend of creating tickets."

Verified user
IT & Operations Manager at a financial services firm with 51-200 employees

✔ "It allows for customization and offers a broad feature set."

Verified user
IT Technician at a retailer with 1,001-5,000 employees

✔ "The admin feature is the UI, so it's very clean. The asset management and its model are valuable as well."

Bijoykrishna Das
Analyst at Ametek India

✔ "Ability to scan barcodes and a great search feature."

Tim Guilder
Head of Production Technology at ITV

✔ "It has reduced the time to look up who is responsible for a service, and it has reduced the time to finalize a service request because it now goes directly to the person who is responsible for the service in that location. So, a service request is handled quickly and directly by the person responsible for it."

Eslam Adel
Senior IT Service Delivery Specialist at Toshiba elaraby egypt

✔ "It's very handy and very easy to use."

ElvisHenriquez
Senior Services Manager at NextCom Systems Inc

What users had to say about valuable features:

"The most valuable features include ticket routing, automation in triage, data control, and flat licensing. It allows for customization and offers a broad feature set.."

Verified user   Read full review ↗
IT Technician at a retailer with 1,001-5,000 employees

"The most valuable aspects of the solution include incident management, service request management, creating an IT service catalog, automating approval workflows, ticket assignments, automated responses to users and agents, change management, and asset management module, which is extensively used.."

Verified user   Read full review ↗
IT & Operations Manager at a financial services firm with 51-200 employees

"The solution's timely automated triggers increase our IT team's productivity. We can add all social media channels to the tool so that all tickets come to one place. The self-service portal impacts the user's satisfaction within the organization. Businesses must be ITIL compliant. Freshservice is the best tool for it.."

Divya BC   Read full review ↗
CX Team at Padah Solutions

"We use the ticketing system primarily, which is very easy to use for all users. Freshservice is helpful, especially in incident management. Incident management is very helpful, and the system is straightforward, making it easy to use for our enterprise-level company.."

Trilochana Gouda
IT manager at a comms service provider with 1,001-5,000 employees

[Read full review ↗](#)

"One of the things I liked about Freshservice was how easy it was to implement. While it doesn't have extensive customization capabilities, the available options are sufficient for certain sizes of companies. You don't need to customize your ticketing system much. Freshservice is a great solution because you can implement it very quickly. You can upload your catalog, and you're done in maybe a week or two.."

Jesus Villanueva
Private at Private Entrepreneur

[Read full review ↗](#)

"I like that a lot of integrations are available with third parties. Another one would be ease of use. It's very handy and very easy to use.

The change management feature of Freshservice is very useful, handy, and easy to adapt to your needs. We use it for all of our change management.

It has an AI add-on called Freddy, and it's really good. It's really pretty good for what it is meant to do. There are improvement areas for it.

For instance, it has a feature for analyzing similar cases, but you cannot give feedback to let it know which case is indeed similar or which is not. But for what it is meant to do, it does a pretty well job.."

ElvisHenriquez
Senior Services Manager at NextCom Systems Inc

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Other Solutions Considered

"Before Freshservice, my company was using Hornbill IT Service Management. As I used to work for Hornbill in the past, I would say that it is a better product than Freshservice.."

PaulAlexander

Service Management Tool Consultant at FSP

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"Other solutions we use include Zoom and HCL Domino. That's our daily use. We, of course, work with Microsoft Office and other stuff, but those are the main ones we work with on a daily basis.."

ElvisHenriquez

Senior Services Manager at NextCom Systems Inc

Read full review ↗

"We were using Zendesk, then we evaluated other service desk applications. Freshservice is really easy to use, and it has some of the code features that we wanted, and that is why we chose it.."

Bijoykrishna Das

Analyst at Ametek India

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"I have used Jira Service Management and Zendesk. Most features like incident management, problem management, and project management in Jira Service Management are available in Freshservice. Enhancing the customer's experience is our main objective. We use whichever tool our clients require. We can also use Salesforce, which is a highly scalable platform. We can also develop things on Salesforce.."

Divya BC
CX Team at Padah Solutions

Read full review ↗

"We evaluated the solution, ServiceNow, and a third product. After meeting with a manager at Freshservice, we decided it was the best solution for our needs.

We purchased the solution's standard pack but it does have limitations. For example, we created five groups to match particular service levels. But, users in group one cannot see group two's tickets unless they are a member of group two.

This is problematic for our insurance client because tickets for children need to be linked to tickets for parents, even though they are are not in the same service group as individuals. Cross-group features are not available unless we upgrade from the standard pack. ."

Verified user
Senior Information Technology System Administrator at a insurance company with 1,001-5,000 employees

Read full review ↗

"We ran a procurement exercise that began with online research using review and comparison sites like PeerSpot and Capterra, looking into all the major service management tools against a defined set of business requirements. Based on our requirements, we shortlisted down to six companies –
SysAid, Solarwinds, Freshworks, Hornbill, Halo, and TOPDesk. We then sent out RFI documentation to the six companies.

For the next stage, we had demos from five of the companies, during which the functionality of each tool was tracked, measured, and scored. We had in-depth discussions regarding the scoring and then we ran trials of Freshservice and Hornbill Service Manager. Further scoring after the trials resulted in Freshservice scoring the highest, so that's the one we went with.."

GeorgeMartin
Director and Owner at Innovo Limited

Read full review ↗

ROI

Real user quotes about their ROI:

"In the Latin American market, companies may not generate the same revenue as American companies of similar size. Therefore, while the return on investment could be good for an American company, it might not be as significant for a Latin American company.."

Jesus Villanueva   Read full review ↗
Private at Private Entrepreneur

"Due to our previous system being so poor, our ROI was effectively immediate as staff could easily log tickets via email, web, or over phone. We've gotten much better feedback from staff on the system, and support staff has been able to easily keep track of tickets.."

Verified user   Read full review ↗
Head of IT Services at a financial services firm with 501-1,000 employees

"It's difficult to quantify ROI, but the improved efficiency and access to our library and kit list, means we're saving by not buying additional equipment that already exists. It's also saved a lot of time because people are able to respond to tickets and provide a dropdown answer whereas previously responses were by email.."

Tim Guilder
Head of Production Technology at ITV

Read full review ↗

"Its ROI is good at this cost, but any costs over this will be hard to handle. If they increase that cost, our business may look for another solution. Its cost for us, as an IT department, is fine, but for other businesses, its cost is high. For example, HR has about 250 licenses. That cost will be over their budget.."

Eslam Adel
Senior IT Service Delivery Specialist at Toshiba elaraby egypt

Read full review ↗

"We deployed IT into Freshservice about eight months ago, and we reorged IT three times since then. It is a little bit difficult to quantify right now because the teams have been moving so much, but I do know that our teams are way happier with it.

We see that the metrics are getting better. Cherwell metrics were just so bad that even our baseline was so off. We had people who just wouldn't ever close tickets. I found tickets that were three years old in VIP status in Cherwell. It was just that they would just get lost in there. Now, we actually have visibility into that.."

Verified user

Business Systems Analyst at a transportation company with 5,001-10,000 employees

Read full review ↗

"We've noted an ROI as it's served as our go-to platform for the last four years.

As far as keeping track of your requests versus agents are concerned, you definitely get a complete, concise list of all your active users versus disabled and suspended. It's not the most ideal in terms of trying to find a user that's in the table as you would actually have to use their search field on the main platform, and hopefully, you'll get the spelling correct. Otherwise, you'll have a hard time finding the user.

That being said, on the user table, it's broken down by the first letter of their first name. So you'll have, what's it called, links per letter of the alphabet. So if I'm looking for myself, for example, I would have to click E and then go down the list page by page individually to try and find it.

As far as user management is concerned, it's a little bit frustrating from the user management perspective. However, from the ticketing perspective, it's a very solid tool. You'll have previous tickets that you could search through if you're looking for particular issues. It's effortless to find. You could search back through the history of a user's ticketing. The asset management tool is where the ROI is, provided that you're keeping it up to date. Again, the analytics portion of it is pretty solid and they just upgraded as well. Now, it's like a reporting and analytics feature that they have as opposed to just scheduled reports that we would run every now and then.."

Emmanuel Manios
Lead Enterprise Support Technician at a retailer with 1,001-5,000 employees

Read full review [↗]

Use Case

"We primarily use the solution for health tests and incident management. It's the help desk of SolarWinds. They both talk to each other. There's an integration between the two. ."

Verified user

Director Of Technology Services at a comms service provider with 11-50 employees

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"We manage all tickets and service requests needed for our company. We started to offer it for IT mainly to manage all requests and ticketing. There are some Oracle-added services like HR that is also integrated, for onboarding and offboarding.."

Verified user

IT Project Team Leader

Read full review ↗

"We use the solution primarily for ITSM, but also in the capacity of ESM. It incorporates ITIL elements such as changes, problems, asset management, and ticketing, which is the main concept in use.."

Verified user   Read full review ↗
IT Technician at a retailer with 1,001-5,000 employees

"You can connect the system to an IDR when you receive a call. That was an easy use case to implement. Also, you can use a ticketing system for internal tech support issues within the company. It was oriented toward both the end customer and the internal customer.

It improved the organization's workflow by making managing all the information and tickets in a single system much easier.."

Jesus Villanueva   Read full review ↗
Private at Private Entrepreneur

"Freshservice is our organization's IT service management solution. We are using it for ITSM. We use Freshservice for incident management, service request management, creating an IT service catalog, automating approval workflows, ticket assignments, and automated responses to users and agents.

We also have change management and automated workflows for change requests. The asset management module is being used by us extensively.."

Verified user   Read full review ↗
IT & Operations Manager at a financial services firm with 51-200 employees

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"Our use cases are dependent on our clients' requirements. If our clients have to acknowledge and follow up on emails manually, we can create automated acknowledgments using the solution. We can have scripted answers if the customer asks a frequently asked question.

We can create responses on placeholders so that the agents can easily select them and send them to customers to ask for details. If the business has many channels to support, the tool helps connect all channels in one place. The agents don't have to move around in different tools. They can access all the tickets created from all the channels.."

Divya BC   Read full review ↗
CX Team at Padah Solutions

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"It's a cloud-based solution, so it's not very complex. Once they create the instance for us, we define the fields, fill in drop-downs for locations, categorizations, etc., specific to our organization. Setting up and configuring the workflows is straightforward.."

Verified user

Read full review ⬀

IT & Operations Manager at a financial services firm with 51-200 employees

"Generally, before setting up the tool, we discuss it with the client to understand their present state. Setting up is not a big deal, but understanding the customers and their pain points and providing the best solution to improve their business takes time. Once we gather the business requirements document, the implementation along with UAT takes two to three months. We must configure the solution so the business can scale up anytime.."

Divya BC

Read full review ⬀

CX Team at Padah Solutions

"The initial setup is straightforward. Our main implementation strategy was to kind of move our existing agents and existing users as well as migrate almost four hundred thousand tickets to the platform. First, we created all the different fields. We imported all the users and mapped them to the correct queue. I provided access to the agents in different groups. After that, we migrated our tickets. It took almost two weeks to migrate everything and set up.."

Bijoykrishna Das

Read full review ↗

Analyst at Ametek India

"The initial setup of Freshservice is very easy.

The solution can be deployed in a couple of hours.

Three people in my company were involved with the deployment phase of Freshservice.

The solution is deployed on the cloud.."

PaulAlexander

Read full review ↗

Service Management Tool Consultant at FSP

"The initial setup was a very easy task. You just need to click around a few times and everything will fall into place. The UI is very friendly and it is not at all complicated with the preconfigured settings, making the setup more forward and requiring minimal input. It is a very easy and smooth process. The exact time frame of the deployment is not very sure but according to my technical manager, it does not take very long to set it up. After discussion, he proceeded with the setup in a day which was further configured and customised.

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Nkateko Malueke

Managing Director at Kyxis Technologies

Read full review ↗

"The complexity of the initial setup depends on your needs. It can be complex, but more than complex, it's long. It's a long process. It could be pretty straightforward, but it can be long.

So, depending on your internal needs, it might turn out to be complex. It took us four months to deploy it, from the very beginning to the end.

It is very resourceful. It has a lot of resources. In order to maintain it, there is a very vibrant and active community that I work with. So that makes maintenance easy. They have several support options for maintaining it. So, it's very simple to maintain. ."

ElvisHenriquez

Senior Services Manager at NextCom Systems Inc

Read full review ↗

Customer Service and Support

"If we have any doubts, we have many articles available online. We contact the support team only in a worst-case scenario. The support team provides timely support.."

Divya BC
CX Team at Padah Solutions

"Their technical support could be improved. There have been times where we have been bounced around for simple issues. However, they have improved over the period of two years.."

Verified user
IT & Operations Manager at a financial services firm with 51-200 employees

"The customer support has always been very engaged and they're good at communicating. I appreciate that they let us know if someone is leaving the company or moving to a different department and they introduce the replacement. It's very professional.."

Tim Guilder
Head of Production Technology at ITV

"I have contacted technical support. It wasn't very easy. Even as a retailer partner, sometimes it was difficult to get someone from tech support to address an issue, especially if it involved changing labels or fields. Getting support for these kinds of issues was challenging.."

Jesus Villanueva   Read full review ↗
Private at Private Entrepreneur

"The technical support staff are responsive and reactive.

We contacted support when we were having issues with language translation to French. They responded quickly and corrected the bug that was causing some phrases to remain in English.

I rate support an eight out of ten. ."

Verified user   Read full review ↗
Senior Information Technology System Administrator at a insurance
company with 1,001-5,000 employees

"I've contacted customer support on multiple occasions and there are two main considerations; response time, and quality of the response, with their ability to understand the issue being an important factor in the latter.

The response time is pretty good, as the support system is a live chat. Email is available, but live chat is much easier as it offers a more immediate response. I found their ability to understand the issues quite poor; it took a lot of back and forth. Generally, they couldn't solve the problem and had to take it further to the developers, and I think part of that is that the work I was doing was very detailed and in-depth. I encountered many bugs that an average end-user wouldn't, and many of the issues turned out to be bugs, so the resolution took a long time.."

GeorgeMartin
Director and Owner at Innovo Limited

Read full review ↗

Other Advice

"Freshservice is very user-friendly and easy to customize. I would give it an eight rating out of ten overall. Based on my experience, I can recommend the product.."

Verified user
IT & Operations Manager at a financial services firm with 51-200 employees

Read full review ↗

"Overall, I would rate it an eight out of ten. There are a few improvement areas, but it is pretty good. Again, we use it on a daily basis. We love what it does, but there is always room for improvement.."

ElvisHenriquez
Senior Services Manager at NextCom Systems Inc

Read full review ↗

"None of my personal information should be published, and my comments should remain anonymous under GDPR regulations.

I'd rate the solution eight out of ten.."

Verified user
IT Technician at a retailer with 1,001-5,000 employees

Read full review ↗

"My advice is for users to clearly understand their requirements before making a purchase, as Freshservice has numerous features, and buying unnecessary ones can be akin to wanting a Ferrari when a regular car would suffice. It's essential to know what is truly needed, given the extensive offerings of Freshservice. As for my overall rating, I'd give it a nine out of ten.."

Nkateko Malueke
Managing Director at Kyxis Technologies

Read full review ↗

"The solution is very easy to maintain.

Freshservice is a tool you can choose if you want a product with an easy setup phase.

I rate the overall product an eight out of ten.."

PaulAlexander
Service Management Tool Consultant at FSP

Read full review ↗

"There are different tiers or plans for product selection, so we can simply choose from a list of suitable products. This way, we avoid bundling features we do not necessarily need and do not have to pay for features we will not use.

Freshservice is feasible to implement. A third-party consultant is not necessarily required. The customer service is also quite intuitive and easy to set up. Upon onboarding, the team's productivity increases within three months.
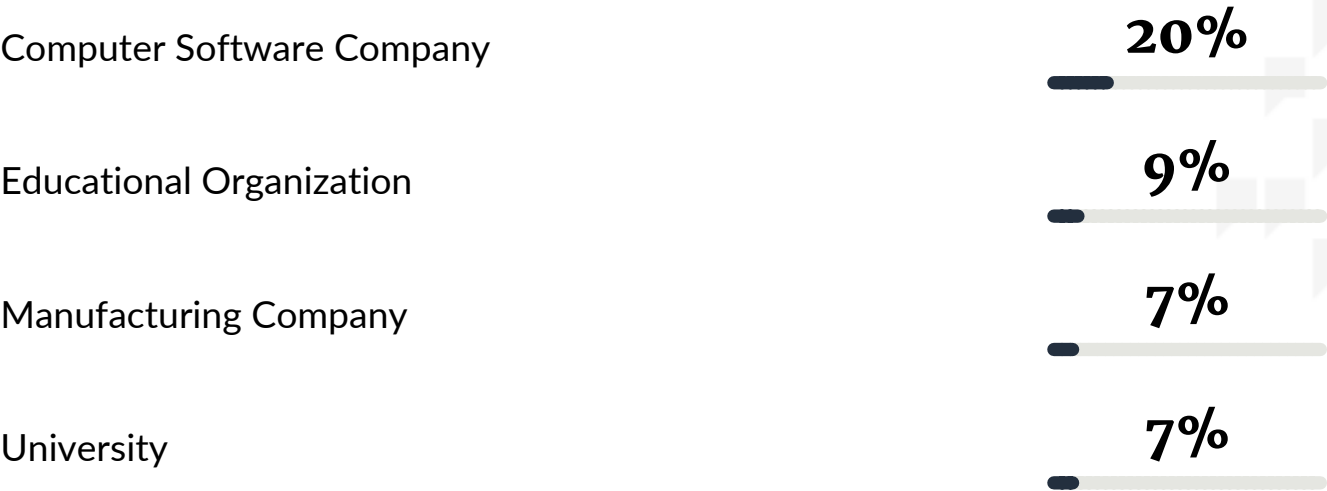
Overall, I rate the solution a nine out of ten.."

Dedy Mulyadi
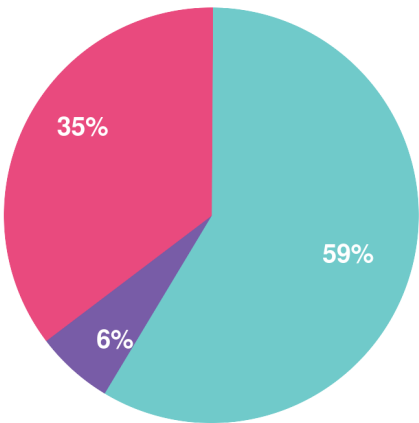General Manager - Head of IT and Security at Centratama Group

Read full review ↗
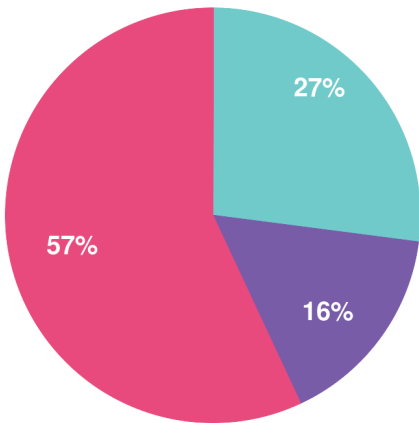
Top Industries
by visitors reading reviews

Computer Software Company **20%**

Educational Organization **9%**

Manufacturing Company **7%**

University **7%**

Company Size

by reviewers

35%

6%

59%

by visitors reading reviews

27%

57%

16%

● Large Enterprise ● Midsize Enterprise ● Small Business

About this buyer's guide

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