



FRESHSERVICE

Maximize efficiency with right-sized ITSM

Faster results, lower overhead



Freshservice for modern manufacturers

The advent of Industry 4.0 and the economic uncertainty have introduced new complexities to manufacturers' IT environment. Obsolete systems and insufficient automation impede digital transformation.

Streamline operations from the shop floor to the front office on a single platform

- 1 Enhance IT experience across the company with unified service delivery for quicker issue resolution
- 2 Enable workers, staff, and vendors to get IT support anytime, anywhere, across multiple channels
- 3 Ensure consistent service delivery by bringing IT and business teams onto a single platform

Key benefits

Right-sized solution

Features you need to run your business without the overhead and complexity of legacy tools while managing emerging technologies

Unified platform

A one-stop-shop portal used by floor workers and vendors to streamline org-wide service management

Always-on services

Safeguard your business from critical operational incidents and achieve unshakable business continuity

Intuitive UI

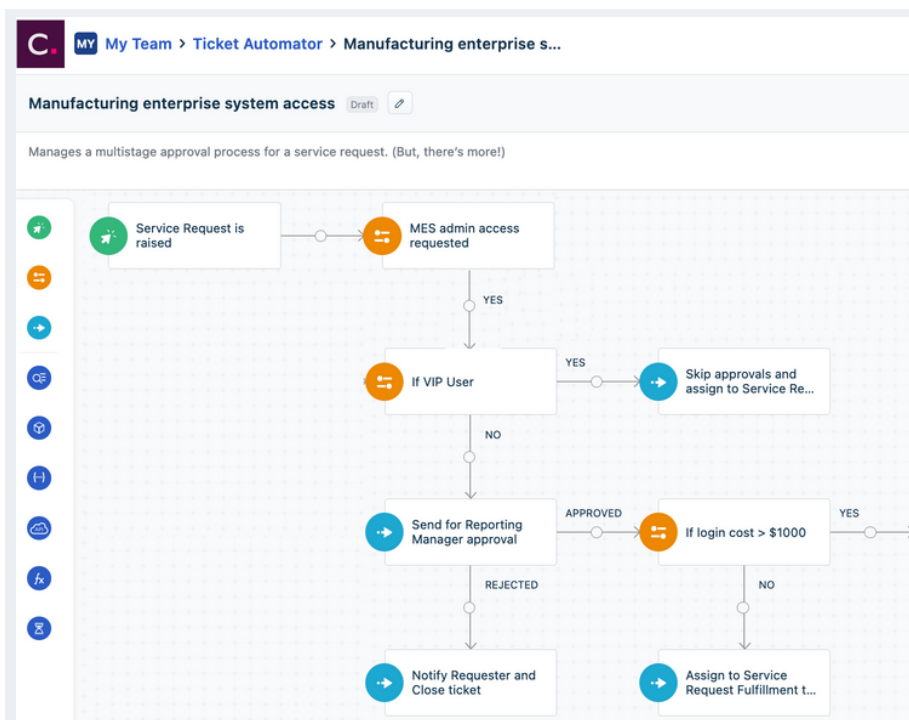
Easy-to-use solution that requires minimal training

Improved employee satisfaction

Consumer-grade service experience in the channel of choice

Trusted business partner

24/7 support to help manufacturers achieve success



Key results Freshservice customers are driving:

57%

faster ticket resolution when agents leverage bots

46%

ticket deflection when organizations use AI-powered virtual agent

44%

faster responses when end users use chat support

23%

quicker responses and resolution when agents use intelligent suggestions

Source: [Freshservice Service Management Benchmark Report \(Feb. 2023\)](#)



We've found that Freshservice is easy to use, and the improvements in our customer service have demonstrated that our strategy was the right one to take. We are looking ahead for more high-value contributions back to the business with Freshservice.

Simon McKenzie
Service Delivery Manager

[Read full customer story >](#)



An award-winning software



"Challenger" in 2022 Gartner Magic Quadrant for ITSM Platforms



Strong Performer in 2021 Forrester Wave ESM Report

Manufacturers around the world trust us



We're always there to help with your queries.
If in doubt, feel free to reach out to support@freshservice.com

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