



Freshservice Crosses 10,000 Customer Milestone

September 15, 2016

Service desk product is the only ITSM tool ranked on G2 Crowd's Top 25 mid-market software products list

[Freshdesk](#), the leading cloud-based customer engagement software provider, today announced that their ITSM product, [Freshservice](#) is now used by 10,000 happy customers across the globe. Freshservice has doubled its customer base in just nine months, bringing on key customers including SolarCity, Fitbit, Dollar Shave Club, AT&T and Veeva Systems.

Freshservice simplifies the internal support process while being easy to set up and use, a cornerstone of all Freshdesk products. The cloud-based service desk and IT service management (ITSM) tool was designed using Information Technology Infrastructure Library (ITIL) best practices helping organizations focus on exceptional service delivery and customer satisfaction in IT as well as other business functions like human resources, finance, legal, facilities, and marketing. Existing customers have commented on the modern user interface, usability, and features like incident management, self-service, gamification, asset management, and integrations with third-party apps.

"We have seen dramatic improvements associated with the implementation of Freshservice." said Tom Peach-Geraghty, Global Head of IT Operations at UNiDAYS, "Being an evidence-based business, Freshservice allows us to track data and helps us drive intelligent decisions. Our customer satisfaction rating is at 99 percent, an all-time high."

The milestone comes on the heels of the recent recognition of Freshservice as a high performer in [G2 crowd's service desk software report](#) and Freshservice being the only ITSM tool ranked in [G2 crowd's Top 25 mid-market software products](#). The acceleration in customer adoption has been driven by key product enhancements over the last six months including custom reports, built-in live chat, improvements to the highly rated mobile application and integrations with DocuSign and Slack.

The milestone comes on the heels of the recent recognition of Freshservice as a high performer in [G2 crowd's service desk software report](#) and Freshservice being the only ITSM tool ranked in [G2 crowd's Top 25 mid-market software products](#). The acceleration in customer adoption has been driven by key product enhancements over the last six months including custom reports, built-in live chat, improvements to the highly rated mobile application and integrations with DocuSign and Slack.

"There was a clear need in the market when we launched Freshservice in 2014. Our flagship product, Freshdesk, was designed for external customer support but we found many of our customers using it for internal IT support." said Shihab Muhammed, Business Unit Head, Freshservice. "Companies need a solution that fits the unique requirements of internal support, the primary reason we built Freshservice. We're excited to welcome our 10,000th customer as we continue to build refreshing products that customers can trust."

To learn more about Freshdesk, please visit <https://freshdesk.com>

About Freshdesk

Freshdesk Inc. is the leading provider of cloud-based customer engagement software. Freshdesk's suite of products include the flagship product, Freshdesk, which allows organizations to support customers through email, phone, websites, forums, and social media; Freshservice, a cloud-based service desk and IT service management solution; Hotline.io, an in-app support and engagement platform for mobile-first businesses; and Freshsales, a CRM solution and sales system for high-velocity sales teams. With powerful features, an intuitive interface and a freemium pricing model, Freshdesk's products are widely used by teams and companies of all sizes, from SMB to enterprise. Based in San Bruno, California, with offices in Germany, the United Kingdom, Australia and India, Freshdesk is backed by Accel, Tiger Global Management, Google Capital and Sequoia Capital India. The company has over 80,000 customers around the world including 3M, Honda, Bridgestone, Hugo Boss, University of Pennsylvania, Toshiba and Cisco. For more information, [visit https://freshdesk.com](https://freshdesk.com).

Media Contact

Arvind Parthiban
arvind.parthiban@freshworks.com