



FRESHSERVICE



Navigating digital transformation in financial services

Service management for success

Why Freshservice?

In the financial services industry, maintaining and managing mission-critical systems is paramount.

How can you continue to drive innovation and automation while ensuring business continuity?

Here's how Freshservice can help:

- 1 Cut manual work and the complications of custom integrations by moving to a single service delivery platform.
- 2 Ensure your organization's safety and security while delivering modern, delightful experiences for your employees.
- 3 Make changes on the fly and implement new processes without depending on developers and consultants.



Key benefits

Unified solution

Freshservice does more than IT support. Deploy integrated workflows across IT, HR, Finance, and other departments to deliver a single point of entry for your employees.

Advanced ITAM

Manage all of your organization's IT assets—on-premise and in the cloud—with one platform.

Always-on services

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

Fast time to value

Freshservice's out-of-the-box features help you deploy quickly and enable easier adoption at scale.

Trusted business partner

24/7 support to help financial institutes achieve success.

Key results Freshservice customers are driving

77%

First contact resolution
(FCR)

53%

Ticket resolution with
gen-AI-powered
self-service

34%

Drop in average
resolution time
(ART) with gen AI
assistance

26%

Reduction in ART by
automating business
processes with
workflows

Source: [Freshservice Service Management Benchmark Report 2024](#)

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The internal team loves using Freshservice. The gamification and survey capability within Freshservice have spearheaded healthy competition between agents. The mobile app is very user-friendly, and we've been efficiently handling a large volume of tickets.

Neal Krempin
Head of IT, PICA Group



**An award-winning software
recommended by leading
industry experts**



Financial institutions around the world trust us

JBWere



African Bank



Chargebee



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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