EMERGYS

TRANSFORM YOUR IT OPERATIONS

Accelerate Digital Transformation with Intelligent ITSM, ITOM & ITAM with Freshworks



- AI-Powered Automation
- Streamlined Operations
- Certified Freshworks Partner

MODERNIZE IT

Modernize IT service delivery with proven implementation expertise, enterprise integrations, workflow automation, and managed support from Emergys.



ABOUT EMERGYS

Emergys is a global technology consulting company specializing in digital transformation, enterprise service management, automation, and cloud solutions.

Our certified Freshworks consultants help organizations implement, integrate, optimize, and support Freshworks solutions enabling faster service delivery, better operational visibility, and improved employee experiences.

Whether you are implementing Freshservice for the first time, migrating from another ITSM platform, or optimizing an existing environment, Emergys can help accelerate your transformation journey.

Let’s build a smarter, more efficient IT organization together.

FRESHWORKS SOLUTIONS

- **Freshservice**
  Enterprise IT Service Management for modern support operations.

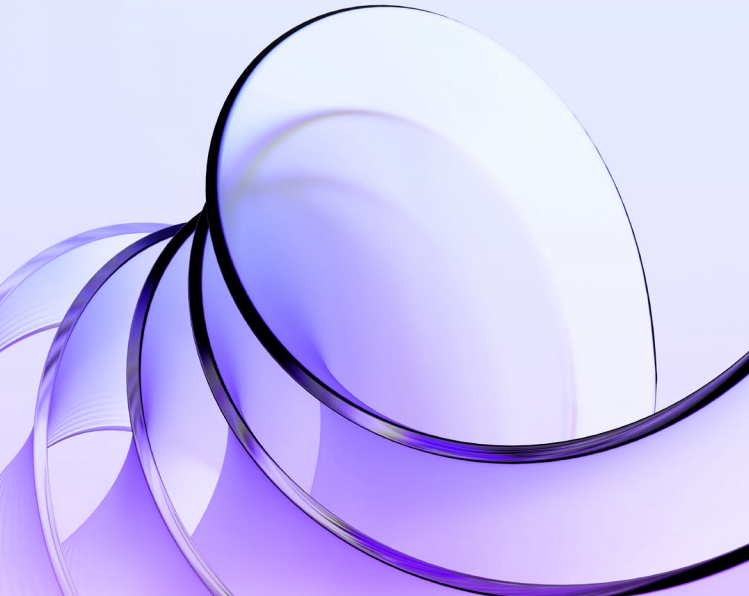
- **Freshservice AI**
  AI-powered virtual agents, automation, and intelligent service delivery.

- **IT Asset Management**
  Hardware, software, SaaS, discovery, inventory, & lifecycle visibility.

- **Workflow Automator**
  No-code automation to reduce manual effort and improve consistency.

- **Orchestration Center**
  Cross-platform automation across enterprise systems and tools.

- **Freshdesk, Freshchat & Freshsales**
  Customer service, conversational AI, & CRM capabilities.



OUR SERVICE PORTFOLIO

ITSM

Incident, request, change, problem, knowledge, service catalog, SLA, CMDB, and self-service portal.

ITOM through Integrations

Comprehensive service health visibility, alert management, event correlation, and automated incidents.

ITAM

Hardware, software, & SaaS asset discovery, license tracking, and lifecycle management.

Agentic AI

Autonomous AI agents, workflow orchestration, intelligent decision-making, and enterprise process automation.

BUSINESS BENEFITS

- ↗ Faster incident resolution
- ↗ Improved SLA compliance
- ↗ Higher desk productivity
- ↗ Lower Operational Costs
- ↗ Better employee experience
- ↗ Reduced manual effort
- ↗ Improved asset visibility
- ↗ Enhanced compliance
- ↗ AI-driven service delivery

IMPLEMENTATION METHODOLOGY

Assess

Understand current processes, gaps, tools, and desired outcomes.

Design

Define solution architecture, workflows, integrations, and governance.

Configure

Set up Freshworks modules, forms, automations, SLAs, roles, and catalogs.

Integrate

Connect HRMS, identity, monitoring, email, Teams, ERP, and enterprise tools.

Migrate

Move relevant data, assets, knowledge, & service history.

Test

Validate processes, user journeys, reports, integrations, and security.

Go Live & Support

Launch with structured readiness, training, and managed services support.

3 WEEKS



TYPICAL TIMELINE

Standard Freshservice implementations are typically completed within 3 weeks, enabling organizations to realize value faster.

WHY CHOOSE EMERGYS?

- Certified Freshworks experts with proven enterprise implementation experience.
- ITIL-aligned best practices for standardized operations.
- Intelligent automation to reduce repetitive work.
- Enterprise integrations with ERP, HRMS, Azure, SAP, Oracle, ServiceNow, and more.
- End-to-end delivery across consulting, implementation, migration, automation, & support.

INDUSTRIES WE SERVE

HEALTHCARE	MANUFACTURING	RETAIL
FINANCIAL	EDUCATION	LOGISTICS

EMERGYS
info@emergys.com | www.emergys.com

Sunrise Business Park, Pune, India
630 Davis Drive, Suite 210, Morrisville, NC USA