Premier
Advisory Services

Advisory and implementation services throughout your journey

Direct access to experts

A team of trusted advisors and technical specialists who will guide you to get the best value from your investment.

Meet your changing business needs

Achieve operational & strategic objectives from onboarding new teams to implementing the latest technologies.

Let us take care of day-to-day operations

Leverage an admin resource to assist with configuration updates as part of Managed Services.

Months 1-5
Onboarding

Quarterly
Configuration Review

As needed
Consultations

Semi-annual
Platform Optimizations
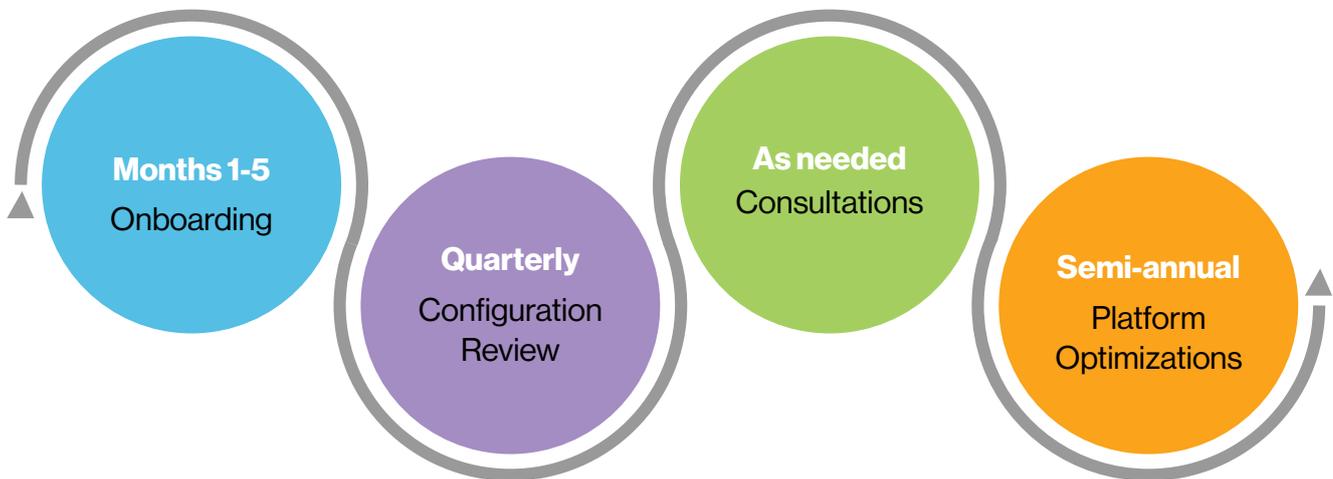
What's included:

Service	Benefits
Onboarding	Enterprise-level Onboarding Services for Single or Omnichannel products. Can include onboarding for multiple departments in your organization. Includes a comprehensive project team that will ensure you get the best value from your investment.
Data Migration	Securely migrate your data without any loss. Includes migration of up to 500k records from your legacy system(s).
Optimization Services	We'll partner with you to identify improvement areas in customer and agent experience, onboard new teams, and roll out the latest product features.
Recurring Strategy Reviews	Strategic meetings to review your current landscape and future goals. We'll provide best practice consulting and create a plan to meet your desired business outcomes.
Managed Services	A technical expert will be available to complete admin activities, fine-tuning, and reconfiguration for up to 65 hours per quarter.
Enablement and Training	Live (remote) training for your agents and admins, specifically tailored to your needs.

You'll get more than 1000 hours of professional services during your first year.

You can count on us
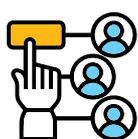
Engagement Manager

Plans resources and manages expectations with key stakeholders.

Solution Architect

Designs the end-to-end solution architecture & roadmaps to ensure scalability.
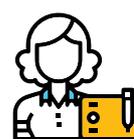
Product Specialist

Provides product expertise during requirements gathering, configuration, and go-live.

Customer Engineering

Builds integrations and apps to customize the Freshworks Platforms per your requirements.

Migration Engineer

Migrates your data from legacy systems.

Over 150,000+ businesses trust Freshworks

Klarna. | **PhonePe** | **sling** | **rightmove** | **Harvey Norman**

To learn more about Premier Advisory Services, consult with your sales team.

About Freshworks

Freshworks products are designed around the principles of simplicity and functionality. Empower your teams with solutions that are intuitive, and provide the right data to make informed support, sales, and marketing decisions. Our products do away with complex setup and manual tasks, and let you switch your focus back to growing your business the way you want.

freshworks.com