



Platinum Onboarding Package

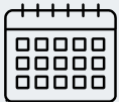


Platinum Onboarding Package

16-Week Engagement

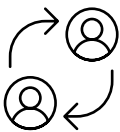
The Platinum package is our premium, white-glove offering, designed for organizations with complex requirements that must deliver at scale. Our team of experts will conduct an in-depth analysis of your business goals and collaborate with you to build a robust solution tailored to your needs. You can confidently delegate the configuration work to our skilled technical specialists. Meanwhile, your Engagement Manager oversees coordination across all workstreams, keeping your project on course and delivering exceptional results.

Package Overview



Timeline

Up to sixteen weeks.



Configuration Ownership

Handled entirely by Freshworks.



Project Management

Your Engagement Manager builds a unique project plan, oversees its execution, and proactively manages Risks, Actions, Issues, and Decisions (RAID) log. He/she works closely with your team, meeting with your Project Manager outside of the weekly working sessions.



Meeting Cadence

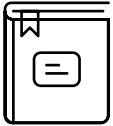
Up to three 50-minute weekly working sessions.

Package Overview



Email Q&A

We're ready to address any queries you may have between working sessions.



Train-the-Trainer Model

We follow a train-the-trainer approach, enabling your designated trainers to educate and support your team. Additionally, we provide a recording of each session for future reference.

- 1 Two 90-minute Admin Training sessions equip your admins and product champions with the skills and knowledge they need to manage and optimize the tool.
- 2 Three 90-minute Agent Training sessions empower your agents to deliver exceptional performance and enhance customer experiences.



Hypercare

After your successful Go-Live, our Product Specialist will provide you with two weeks of hypercare support to facilitate a seamless transition and a strong start to your journey.



Freshworks Team

- **Onboarding Specialist:** Taking charge of all the configuration work, the Onboarding Specialist gains a deep understanding of your business, provides guidance, and optimizes the setup to meet your specific requirements per industry best practices.
- **Engagement Manager:** In close alignment with your project team and executive stakeholders, the Engagement Manager promotes streamlined coordination, fosters effective communication, and sees to the timely achievement of project milestones.

Key Benefits

1

Highly Personalized Solution

Delving deeply into your unique context over 16 weeks, we'll configure the system to align with your current needs and scale with your organization, maximizing the value of your Freshworks investment.

2

Offload Configuration Work

By entrusting the configuration work to Freshworks, you can free up valuable time and resources for your team to focus on strategic priorities and core business objectives.

3

Efficient Project Management

Stay on track with the close involvement of an Engagement Manager, who will proactively manage project milestones, address any challenges, and ensure a smooth implementation journey.

Best Suited for Organizations With

- Mature processes that require customization or complicated workflows.
- Numerous internal stakeholders or teams that need to be involved in providing their requirements for the solution.
- A large number of users, requiring an extended timeline for change management activities including training users and preparing communication.
- Limited bandwidth to carry out configuration work.



Add-Ons

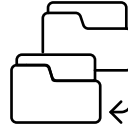
Extra services to help enhance your Freshworks experience.

(Additional costs; scoped and priced separately)



Custom Integrations

We'll work with you to integrate Freshworks with your existing tools and systems unavailable in our Marketplace, helping you achieve a unified and streamlined workflow across your organization.



Migrations

Migrate your data from your previous system with our expert assistance.



Additional Training

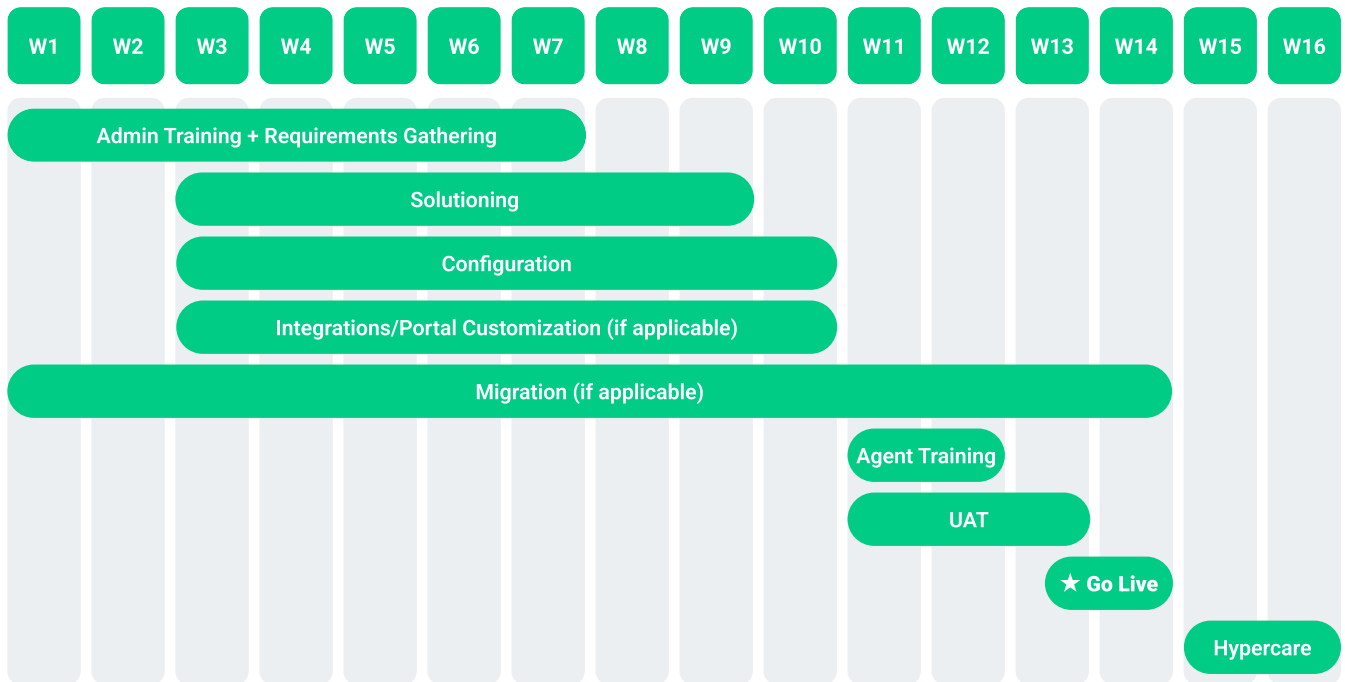
Expand your team's knowledge and capabilities with customized admin or agent-focused training sessions tailored to your needs.



Additional Engagement

Sometimes, extra time is required. We offer per-week engagement options to accommodate extended needs, allowing for an uninterrupted onboarding experience.

Example Timeline



Customer Testimonials



The Freshworks Professional Services team has the expertise to answer your queries quickly and efficiently. It feels like working with an enterprise-grade product but being supported by a local, passionate team that understands the brief and requirements and cares about your business's unique needs.

Lee Pointing

Global IT Support Manager - Shearwater GeoServices

SHEARWATER

Customer Testimonials

“

The Freshworks Professional Services team was easy to work with; we relied heavily on the experience and expertise of the team to ensure the implementation was on-time. They were always ready to assist with any questions we had. Overall, we had great cost savings and a quick turnaround.

Rachelle Pledger

Director, Student Business Services - Texas A&M University



“

Freshworks was an amazing partner during our 6-week engagement. They were focused, on task, and collaborative in helping us to optimize the use of the system to meet our organizational goals. In this world of virtual everything, our engagement was seamless and we were quickly able to realize benefits from our engagement even before the go-live.

Lisa Love

President of Integrations, Mission Veterinary Partners



For more information and to learn about our other offerings, please reach out to your account executive or contact us at freshworks.com/professional-services