

Supercharge your IT Service Management with Freshworks Neo Platform

The flexibility and agility of the solutions you invest in today, determines how future-ready your operations really are. After all, best solutions are those that scale along with the business making it delightful for users, all along.

Freshservice, backed by the power of Neo platform, offers not only extensive functionality but helps you unleash agility and innovation, enabling you to deliver unmatched IT service experiences, today and tomorrow.

What is Freshworks Neo Platform

Freshworks Neo is our modern, flexible, and intelligent platform that powers Freshservice (and all the products in the Freshworks portfolio) with enterprise-grade services like Analytics, Marketplace apps, Admin center, low-code developer platform thus providing limitless customizations, easy extensions and better scalability & security.



 Freshservice

 Freshworks Neo

Analytics



Custom
Objects



App
Marketplace



Developer
Portal



Collaboration



Neo Admin
Center



Limitless Customizations

Customize your workflows, processes, and reports to suit your business needs.

Easy Extensions

Leverage marketplace apps or build custom apps for easy extensions

Scalability & Security

Enjoy enterprise-grade scalability and security as you innovate

Neo Capabilities that make it happen

Neo platform enhances the service management experience for users in the form of the following feature capabilities, which can directly be accessed from Freshservice



Analytics

Lead with data-backed decisions using curated and custom reporting coupled with AI capabilities (Ask Freddy) of Freshworks Analytics



Custom Objects

Create entities unique to your business using Custom Objects and avoid toggling across multiple data platforms to get complete context



App Marketplace

Extend service management capabilities by integrating with any of 250+ apps available in the App Marketplace including orchestration apps for workflow automation



Developer Portal

Customize your service management experience by building apps that are unique to your business using the low-code developer portal



Collaboration

Boost productivity with contextual communication through native integrations with leading collaboration tools like Slack and MS Teams



Neo Admin Center

Manage accounts, user roles, access controls and security policies efficiently through a unified admin console

Trusted by businesses worldwide

