



Freshservice

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Student with 11-50 employees

Timothy Ellis

WHAT IS OUR PRIMARY USE CASE?

To provide incident management for external customers and change management services for SaaS implementation.

HOW HAS IT HELPED MY ORGANIZATION?

The tool is an easy, off-the-shelf product which allowed us to decommission our in-house system. It allowed the development team to concentrate on the client's requirements instead.

WHAT IS MOST VALUABLE?

The key feature was the incident management. It recorded and supported most of the client's details.

WHAT NEEDS IMPROVEMENT?

The reporting and management information (MI) are very limited, and stopped realistic and timely reporting on outstanding incidents.

FOR HOW LONG HAVE I USED THE SOLUTION?

One to three years.

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