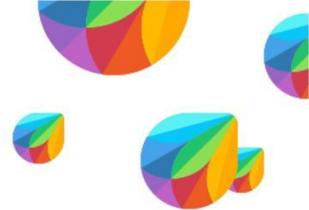**freshworks** | **Freshservice**

FRESHSERVICE PRICING GUIDE

Right-Size Your IT Service Management

Modernise ITSM with an AI-powered, intuitive, fast-time-to-value and intelligent solution
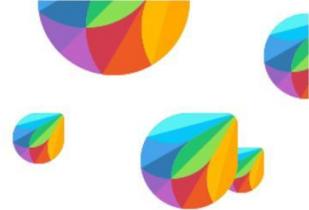
| STARTER	GROWTH	PRO	ENTERPRISE
For getting started	For growing businesses	ITSM + ITOM + Project management for large organisations	Service management solution for enterprises
£15.00	£35.00	£45.00 (1 - 100 Agents) £41.25 (101 - 250 Agents) £37.5 (251 + Agents)	£57.00 (1 - 100 Agents) £52.25 (101 - 250 Agents) £47.50 (251+ Agents)
Freddy Co-Pilot Pro and Enterprise, must be purchased in same quantity as agent licences	£14.00 (1 - 100 Agents)	£12.75 (101 - 250 Agents)	£11.50 (250+ Agents)
• Workspaces • Incident Management • Knowledge Base • Self Service Portal • SLA Management • Workflow Automator • Orchestration • Servicebot on Microsoft Teams and Slack • Access Controls • Analytics Starter • Multiple Portal Languages • Custom SSL • Marketplace Apps • Mobile Apps • 1,000 Orchestration Transactions/mo/account	**Everything in Starter and:** • Service Catalogue • Asset Management –100 Managed Assets • Purchase Order Management • Employee Onboarding • On-Call Management • Portal Customization • MSP Mode • Multiple SLAs • Business Rules • Approval Workflows • Business Hours • Cloud Management • 2.000 Orchestration Transactions/mo/account	**Everything in Growth and:** • Problem Management • Change Management • Release Management • Project Management • Software License Management • Contract Management • Major Incident Management • Status Page • Alert Management • Service Health Monitoring • Analytics Pro • Team Dashboards • IP Range Restrictions • 5,000 Orchestration Transactions/mo/account • Workload Management • Custom Objects	**Everything in Pro and:** • Sandbox • Audit Logs • 20,000 Orchestration Transactions/mo/acc **BETA** • ServiceBot with Virtual Agent on Microsoft Teams and Slack

*Please see purchase terms for further information

Prices are /agent/month, billed annually in advanced through the bands

Add-ons to help you with Freshservice	Net Price
Orchestration Transaction (Pack of 1000) Valid until end of billing cycle	**£195.00**
Asset Pack – Growth, Pro, Enterprise (Per 500 assets, per month)	**£60.00**
Additional Project Management – Pro, Enterprise (Per User per Month)	**£10.00**
SaaS Management – Pro, Enterprise (Per Employee per Month)	**£0.80**
Business Agents – Enterprise Plan Only (Per agent/month)	**£35**

Freshservice Day Passes (Per agent/Per day)	Net Price
Starter	**£2.00**
Growth	**£5.00**
Pro	**£11.00**
Enterprise	**£14.00**

Single Product Onboarding Plans	Net Price
Silver	**£5,600.00**
Gold	**£16,900.00**
Platinum	**£39,400.00**
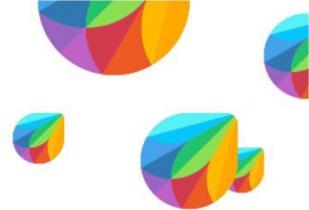
Introducing Premium Support

Premium support gives your mission-critical systems the priority attention it needs with our premium support plan. Premium support is implemented to support your customer and employee service platform with personalised support from the get-go with 24/7 dedicated assistance from our product experts.

List Price	£2000 Minimum**

**Premium Support is priced at a monthly cost of 20% of your monthly contract value or a £2,000 monthly price (whichever is higher)

*Purchasing terms

Our purchasing terms relate to any customer that is looking to purchase Starter, Growth, Pro and Enterprise plans with Freshservice.

What you need to know

Pricing tiers	Customers are eligible to purchase into the pricing tier at the beginning of their contract term. Tier pricing will be determined based on their licensing posture (agent count for example) which grants them tiered concession eligibility for the term of their contract prior to signing a contract term. Tiered pricing is only applicable per instance and cannot be applied across multiple instances.
Mid-term purchases	Any additional agents purchased after the initial signing of the contract will be priced and prorated based through the tiers. If a customer exceeds their eligible tier within contract term they will be eligible to purchase eligible agents within the next tier offering.
End of term	At end of term - the account will auto renew as per current account setup. If there is a revised price discussion for renewal - this has to be agreed over a new renewal contract or extension of the current contract through an order form.

For Example:
If Customer wants to buy Freshservice Pro plan - 80 licenses in total, they may do so for £45.00/agent price per the Tier (1 - 100) mentioned above. However if the Customer wants to purchase an additional of 40 agents, then the first 20 agents will be priced at £45.00/agent (Tier 1 - 100) and the remaining 20 agents at a lower price of £41.25/agent (Tier 101-250)
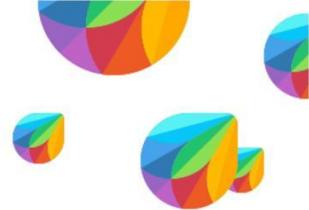
UK-Freshworks Customer Onboarding Packages

for single product implementations

Package Features	Silver	Gold	Platinum
Duration	6 weeks	10 weeks	16 weeks
Configuration Ownership	Customer	Joint	Freshworks (on FW products)
Out of the Box Integration	Customer	Joint	Freshworks (on FW products)
Instructor led Remote Training	1 Admin session	1 Admin + 2 Agent sessions	2 Admin + 3 Agent sessions
Engagement Manager	Not Assigned	Assigned	Assigned
Onboarding Specialist	Assigned	Assigned	Assigned
# of Remote Meetings per week	1 (1 hour each)	2 (1 hour each)	3 (1 hour each)
Escalation POC	Engagement Manager	Regional Head of Onboarding	Regional Head of Onboarding
Price per product	5,600 £ Pounds	16,900 £ Pounds	39,400 £ Pounds
Add Ons			
Additional Weeks (per week)	1,000 £ Pounds	2,000 £ Pounds	3,000 £ Pounds
Additional Remote Training per one hour session	250 £ Pounds	250 £ Pounds	250 £ Pounds
Migration	Up to 30K records = £1,000	Up to 250K records = £6,400	Up to 1m records = £9,200
Custom Integration	Small integration £3,000.00	Medium integrations £8,000.00	Large integration £16,000.00

Additional services will be charged at a standard day rate of £225/hour, based on actual scope and technical requirements.
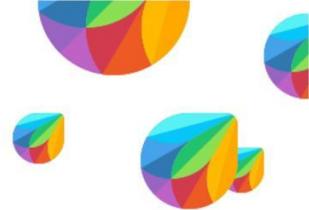
Trusted by 67k+ businesses worldwide, big and small

Freshworks is a leading provider of modern SaaS solutions that solve multiple, complex business problems for companies of all sizes. Businesses from more than 120 countries around the world use our products to delight their customers and employees – every day.

East Midlands Shared Services

RingCentral®

Western Sussex Hospitals NHS Foundation Trust

trainline

itv

BREWDOG

Pearson

Klarna.

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