

Right-Size Your IT Service Management

Modernise ITSM with an AI-powered, intuitive, fast time-to-value and intelligent solution.

	STARTER For getting started	GROWTH For growing businesses	PRO ITSM + ITOM + Projects	ENTERPRISE For large enterprises
Price / Agent / Month	£15.00	£35.00	£45.00 (1–100) £41.25 (101–250) £37.50 (251+)	£57.00 (1–100) £52.25 (101–250) £47.50 (251+)
Freddy Co-Pilot (Add-On)	–		£14.00 (1–100) £12.75 (101–250) £11.50 (251+)	
Key Features	• Workspaces • Incident Management • Knowledge Base • Self-Service Portal • SLA Management • Workflow Automator • Orchestration • ServiceBot on MS Teams & Slack • Access Controls • Analytics Starter • Multiple Portal Languages • Custom SSL • Marketplace Apps • Mobile Apps • 1,000 Orchestration Transactions/mo	• Everything in Starter, plus: • Service Catalogue • Asset Management – 100 Managed Assets • Purchase Order Management • Employee Onboarding • On-Call Management • Portal Customisation • MSP Mode • Multiple SLAs • Business Rules • Approval Workflows • Business Hours • Cloud Management • 2,000 Orchestration Transactions/mo	• Everything in Growth, plus: • 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 • Workload Management • Custom Objects • 5,000 Orchestration Transactions/mo	• Everything in Pro, plus: • Sandbox • Audit Logs • 20,000 Orchestration Transactions/mo • BETA: ServiceBot with Virtual Agent on MS Teams & Slack

Prices shown are per agent, per month, billed annually in advance through the bands. See purchase terms for further detail.

FRESHSERVICE IT ASSET MANAGEMENT

Enterprise-Grade Asset Visibility & Control

Discovery, CMDB, and lifecycle management for hybrid IT estates

(Module available for customers signing after 1st April 2026)

	GROWTH Scalable CMDB & discovery	PRO Premier value	ENTERPRISE Unified hybrid visibility
Price per 500 Asset Units / month	£60.00	£80.00	£100.00
DISCOVERY			
Discovery for Windows, Mac & Linux	✓	✓	✓
Discovery for Network, Cloud, Storage & Infrastructure	—	✓	✓
Agentless and agent-based discovery	—	✓	✓
ASSET INVENTORY			
Hardware Asset Management (HAM)	✓	✓	✓
Asset Lifecycle Management	✓	✓	✓
Configuration Management Database (CMDB)	✓	✓	✓
Workflow Automation	✓	✓	✓
Contracts and Purchase Orders	✓	✓	✓
SOFTWARE ASSET MANAGEMENT			
Software Asset Management (SAM)	—	✓	✓
SaaS Discovery	—	✓	✓

Software Asset Normalisation & Enrichment	—	✓	✓
DEPENDENCY MAPPING			
Service Discovery	—	—	✓
Application Dependency Mapping	—	—	✓
Business Service Mapping	—	—	✓

Asset Units (AUs) are Freshservice's licensing metric for IT Asset Management, based on the type and number of assets tracked in the CMDB. Asset units are purchased in packs of 500.

How Asset Units are calculated

Asset type	Cost
1 Server / Virtual Machine / Network device	4 Asset Units
1 Desktop / Mobile / End-User Computing (EUC) device	1 Asset Unit
1 SaaS user	1 Asset Unit
1 Container / Function	½ Asset Unit
1 Archived device	1/25 Asset Unit
1 Physical asset (non-IP)	1/25 Asset Unit
1 Storage (5TB discovered)	1/5 Asset Unit
1 Mainframe / Mid-range	400 Asset Units

* A new Freshservice for IT Growth, Pro, or Enterprise plan is required at the time of purchasing additional Freshservice ITAM Growth asset units, or to upgrade to Freshservice ITAM Pro or Enterprise.

ADD-ONS & PROGRAMMES

Extend Your Freshservice Investment

Optional add-ons, day passes, onboarding packages and premium support.

ADD-ONS TO HELP YOU WITH FRESHSERVICE

Add-on	Net price
Orchestration Transaction (pack of 1,000) – valid until end of billing cycle	£195.00
Asset Pack – Growth, Pro, Enterprise (per 500 assets/month) <i>(For current customers signed with Freshservice prior to 01/04/2026)</i>	£60.00
Additional Project Management – Pro, Enterprise (per user/month)	£10.00
SaaS Management – Pro, Enterprise (per employee/month) <i>(For current customers signed with Freshservice prior to 01/04/2026)</i>	£0.80
Business Agents – Enterprise plan only (per agent/month)	£35.00

FRESHSERVICE DAY PASSES (PER AGENT / PER DAY)

Plan	Net price
Starter	£2.00
Growth	£5.00
Pro	£11.00
Enterprise	£14.00

SINGLE PRODUCT ONBOARDING PLANS

Package	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 they need, with personalised support from the get-go and 24/7 dedicated assistance from our product experts.

List price: £2,000 minimum / month

Premium Support is priced at a monthly cost of 20% of your monthly contract value, or a £2,000 monthly minimum — whichever is higher.

PURCHASING TERMS

What You Need to Know

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

Pricing tiers

Customers are eligible to purchase into a pricing tier at the start of their contract term. Tier pricing is determined by licensing posture (e.g. agent count), which grants tiered concession eligibility for the contract term. Tiered pricing applies per instance only and cannot be combined across multiple instances.

Mid-term purchases

Additional agents purchased after initial signing are priced and prorated through the tiers. If a customer exceeds their eligible tier within the contract term, they become eligible to purchase agents at the next tier's pricing.

End of term

At the end of term, the account auto-renews per the current account setup. Any revised pricing for renewal must be agreed via a new renewal contract or an extension order form.

Worked example

A customer buying the Freshservice Pro plan for 80 licences pays £45.00/agent (Tier 1–100). If they later add 40 more agents, the first 20 are priced at £45.00/agent (still within Tier 1–100) and the remaining 20 at the lower Tier 101–250 rate of £41.25/agent.

Trusted by 75,000+ businesses worldwide, big and small

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

Education	 UNIVERSITY OF ABERDEEN	 University of Strathclyde	 HARVARD UNIVERSITY	 Penn	 ELSEVIER	 Stanford University
Media & Technology	 CISCO	 NETFLIX	 sling TELEVISION	 itv	 trainline	 IMPROBABLE
Public Sector	 Cabinet Office	 Ministry of Housing, Communities & Local Government	 Suffolk County Council	 THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA	 NHS	 citizens advice
Real Estate & Construction	 savills	 MARSH & PARSONS	 rightmove	 SAINT-GOBAIN	 bam	 CB Currie & Brown
Retail/e-Comm	 ocado	 Harrods	 THE WHITE COMPANY LONDON	 wilko	 SPORTS DIRECT.COM	 WHSmith
Financial Services	 Klarna	 AMERICAN EXPRESS	 DISCOVER	 CAPITA	 checkout.com	 moneycorp

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