

A fresh approach to business software

Freshworks Inc. builds uncomplicated service software that delivers exceptional customer and employee experiences. Our enterprise-grade solutions are powerful, yet easy to use, and quick to deliver results. Our people-first approach to AI eliminates friction, making employees more effective and organizations more productive. Nearly 75,000 companies, including Bridgestone, New Balance, Nucor, S&P Global, and Sony Music, trust Freshworks' customer experience (CX) and employee experience (EX) software to fuel customer loyalty and service efficiency.

\$78B

Total addressable market (IDC)

4500+

Employees globally, headquartered in San Mateo, California

Nearly 75,000

Customers in 120 countries

11

Global offices

**500+**Solution
partners**400+**Technology
partners**5000+**Affiliate
partners**1100+**Apps in the Freshworks
Marketplace

Leadership team

**Dennis Woodside**

CEO & President

**Tyler Sloat**Chief Operating Officer and
Chief Financial Officer**Mika Yamamoto**Chief Customer and
Marketing Officer**Murali Swaminathan**

Chief Technology Officer

**Johanna Jackman**

Chief People Officer

**Pam Sergeeff**Chief Legal Officer and
General Counsel**Srinivasan Raghavan**

Chief Product Officer

**Ian Tickle**Chief of Global
Field Operations



We provide people-first, AI service software to deliver exceptional customer and employee experiences.

Solutions

Employee Experience

Customer Experience

Products



Freshservice



Freshservice
for Business Teams



Freshdesk
Omni*



Freshdesk



Freshchat



Device 42



Freshsales



Freshmarketer

Platform



Freshworks Platform

AI



Freddy AI

Freddy AI Agent

for Customers & Employees

Freddy AI Copilot

for Customer Service, Sales,
Marketing, IT & Developers

Freddy AI Insights

for Business Leaders

Integrate & Extend

Marketplace

Developer tools

Unify

Data

Analytics

Manage & Secure

Admin

Security

*Formerly Customer Service Suite

Trusted by nearly 75,000 businesses worldwide

HONDA



BRIDGESTONE

DECATHLON

Nielsen

BIG BUS

new balance

AIRBUS

databricks

TOSHIBA

MARVEL

JaylорMade

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