

# A fresh approach to business software

Freshworks 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. Over 72,000 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

**72,000+**

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 &amp; 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



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 over 72,000 businesses worldwide

**HONDA**

**BRIDGESTONE**

**MARVEL**

**DECATHLON**

**Nielsen**

**PhonePe**

**new balance**

**AIRBUS**

**ZALORA**

**TOSHIBA**

**MULTI CHOICE**  
ENRICHING LIVES

**TaylorMade**

For more information, contact: [pr@freshworks.com](mailto:pr@freshworks.com)

© Freshworks Inc. All Rights Reserved

**freshworks**

[freshworks.com](https://freshworks.com)