



## Give your healthcare professionals an easy-to-use IT service desk

A HIPAA compliant ITSM tool to enable streamlining of IT operations

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### Transform employee experience



#### Get started in days

Configuring your service desk is a piece of cake. Easy data migration and setup assistance means you need no coding efforts to switch to Freshservice



#### Easy to use, Intuitive UI

A fresh interface that's actually pleasant to use. Give both your IT and non-IT teams a better service experience.



#### Multi-channel support

Automate tasks and provide support for issues raised via email, self-service portal, phone, chat, or in person.

# Your cookbook to deliver better IT service in a healthcare organization



## Custom Mail Server

Configure your mail server with our support platform to get autonomous control on your mail management and monitoring



## IP Whitelisting

Geo-fence access to your IT service desk to your defined range of IP addresses and not beyond.



## SSO Integration

Centrally administer users' access to your IT service desk with unified identification and authentication.



## SSL Certificate

Deploy SSL certificates on to your healthcare IT portal to secure all service sessions that are carried out.



## Privilege Management

Configure access to your healthcare support portal on a "need-to-know" basis through the customizable access roles



## Data Sanitization

Secure and mask ePHI data by integrating with our add-on data masking app

## Brands that trust Freshservice



## The highest rated service desk solution



Gartner Peer Insights  
Customers' Choice for  
ITSM Tools



SDI Award for Best  
Implementation for 2  
successive years



Capterra's Most Popular  
ITSM Software



G2 Crowd Service Desk  
Software Leader 2018