



Neo Admin Center

A centralized admin experience for all your Freshworks products



Admins empower users to make the most of software subscriptions by creating identities, provisioning accesses and resolving hurdles. Admins also fortify security controls with organization-wide policies, even as they ensure user experience remains a priority. Ad hoc access requests, billing cycle management, change management when policies transform, are their priorities too. As a result, admin efficiently directly brings about organizational efficiency.

Freshworks' Neo Admin Center has been designed to empower efficient admins. Built within the Neo platform that provides enterprise-grade architecture to customize, unify and extend Freshworks products, the Admin Center factors all the requirements of an admin's role, across security, billing and management.

Neo admin center is a centralized console that empowers admins to access security, billing, and manageability controls across Freshworks products.

Users. Any location, Any device. (Web, Mobile, API etc)

Centralised Admin & User Experience

Centralized Security

Unified Billing

Central User Management

Neo Platform



Freshworks Products

Security that doesn't compromise convenience

- **Login policy:** Set a strong password policy, customize it as per your standards, choose to enable SSO with your preferred partner, or simply toggle on passwordless authentication!
- **Session management:** Manage session hygiene for all users, with session timeout, idle session timeout and parallel session parameters. Customize for at-risk accounts.
- **Audit logs:** Access login information in terms of who logged in to what session and when. Utilize this information to stay on top of session breaches by unauthorized accounts.

Existing login integrations

- Okta, Onelogin,
Shibboleth, Active
Directory Federation
Services, Google, Shopify

Billing that unifies all your requirements

Unified billing experience

Multiple currencies
supported, self serve-billing
enabled across payment
modes.

- **Multi-product* billing:** Manage all the financials of all your Freshworks subscriptions with one central module.
- **Upgrade management:** Scale up plans, buy more licenses, purchase add-ons, regardless of your payment mode.
- **Real-time information edits:** Download and view invoices, edit billing information, and more.

* Currently available only for Freshmarketer, Freshsales, Freshsales suite, Freshchat,

Freshservice (new customers)

Manageability that is conducive to your productivity

- **User management:** Enable right users with right access to the subscription with unified access management.*
- **Account access:** Move and access all Freshworks subscription into one unified organization structure.
- **Account branding:** Bring objects unique to your organization and serve specific business purposes.

*Currently available only for Freshmarketer, Freshsales, Freshsales suite and Freshchat

All-round manageability

Provision access to users
as per custom roles – to
edit, view, be an admin or
more.

*Currently available only for
Freshmarketer, Freshsales, Freshsales
suite and Freshchat

Trusted by businesses worldwide



ELSEVIER



SPRINGER
NATURE