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**

A centralized admin experience for all your Freshworks products

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**Neo admin center**

is a centralized console that empowers admins to access security, billing, and manageability controls across 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

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