

# Partner Success Stories

Our partners recount their journey  
with Freshworks



## Meet Jagsir Singh from Secpod



With over 10 years of experience in the SaaS industry, Jagsir Singh combines expertise in data science, brand development, marketing, and partnerships to drive business growth. At SecPod, he leads the go-to-market strategy and partnerships, promoting cyberattack prevention solutions for enterprises.

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Partnering with Freshworks has been mission-critical for SecPod to prove successful implementations for ITSM customers. SecPod today jointly serves SMB and Enterprise customers with Freshworks in more than 10 countries across BFSI, IT, manufacturing, and retail industries. We would love to grow this partnership 10X in the coming 2-3 years.

## Coming together with Freshworks

Freshworks product team approached SecPod in 2022 when they were looking for a patch management solution since many customers were asking for ManageEngine replacement. SecPod SanerNow resulted in the best fit from a techno-commercial perspective for Freshworks. For SecPod, this partnership was impactful in proving success in implementing joint solutions for IT and Security teams using Freshservice IT service management (ITSM).





# Freshworks and Secpod value proposition

The integration between Freshservice and SecPod SanerNow powers IT Administrators to effectively update their infrastructure with ease to resolve productivity and security issues. Keeping IT systems updated enables enterprise teams to stay productive. At the same time implementing security controls using the integration enables customers to avoid security issues, minimize disruptions, and prevent reputation & monetary losses.



# Practical use cases of the combined solutions:

This integration is helping joint customers streamline their security operations, ensuring their IT environments remain secure and compliant.

- **Automate patch management:** By automating the entire patch management process, organizations can eliminate manual updates, reducing human error and ensuring the timely application of critical patches.
- **Reduce patch remediation cycles:** The integration has reduced patch remediation cycles from six months to just one to two weeks, ensuring that systems are promptly updated and secured against emerging threats.
- **Achieve high patch compliance:** Organizations leveraging this integration have achieved a remarkable 95% patch compliance rate, ensuring that almost all systems are up-to-date with the latest security patches.
- **Faster-informed decision-making:** With real-time data and insights provided by SanerNow, IT and SecOps teams can make faster and more informed decisions, enhancing their ability to respond to security incidents swiftly.
- **Minimize patch downtime:** By streamlining the patch management process, the integration minimizes downtime associated with patching, ensuring that systems remain operational and disruptions are minimized.
- **Elevate overall security posture:** The comprehensive security measures and streamlined processes provided by the integration elevate the overall security posture of organizations, protecting them against a wide range of cyber threats.
- **Align IT and SecOps teams:** The integration fosters better alignment and collaboration between IT and SecOps teams, enabling a more cohesive and effective approach to security management.

# The journey ahead



Security Podium (incarnated as SecPod), is a SaaS-based cybersecurity products and technology company. SecPod's SanerNow Cyberhygiene Platform, trusted by enterprises and MSPs worldwide, secures and manages endpoints. We simplify daily cyberhygiene to protect IT infrastructure from emerging threats. With the world's largest vulnerability database (175,000+ checks), our platform secures endpoints, mobile computing, network and cloud infrastructure, OT, and IoT. Preventing cyberattacks is our top priority.



Freshworks products are designed around the principles of simplicity and functionality. Empower your teams with intuitive solutions, and provide the right data to make informed support, sales, and marketing decisions. Our products do away with complex setup and manual tasks and let you switch your focus back to growing your business the way you want.



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