



# PARTNER SUCCESS STORIES

Our partners recount their delightful  
journey with Freshworks



Meet  
Garrett Long from  
**DEVICE42**

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**Freshworks is an important and strategic partner within the Device42 partner ecosystem and the pairing of their software with ours allows us to address critical IT Service Management and lifecycle use case challenges for our customers. The Freshworks team is a pleasure to partner with and together we bring seamless value to our mutual customers.**

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**Garrett Long**

SVP Ecosystem, Device42

Garrett Long has over 20 years experience in technology, communications, and outsourcing. After serving in several executive positions including Senior Vice President at Tangoe and CTO of Avotus.



# Partnering with Freshworks



With Freshworks being a leader in the IT Service Management (ITSM) space, there was a natural point of integration and solution value that brought our two organizations together. It's natural that when prospects and customers also realize that business value, it helps accelerate the relationship. This happened recently with one of our mutual financial services customers who was looking for help improving their operational efficiency, reducing ticket resolution times, and more effectively meet compliance with audit requirements. Seeing our partnership as the best solution on the market, they chose Freshworks and Device42 together for ITSM and asset and application discovery.

# Enhanced ITSM with Automated Asset Management

Most organizations don't have a complete picture of exactly what IT resources they have in their enterprise and how those assets relate to one another. By having an effective ITSM tool fully integrated with an automated, accurate and detailed source of data about applications and IT assets, IT teams can improve mean-time-to-resolution (MTTR), automate IT tasks, reduce effort and errors, easily support audits, and more effectively identify cost saving opportunities.

IT organizations need detailed, accurate visibility into IT assets and their relationships to each other which manual discovery cannot provide. By augmenting ITSM with a fully functional CMDB supported by automated discovery and intelligent dependency mapping, IT organizations can accelerate MTTR, automate IT tasks, reduce effort and errors, remain audit ready, and quickly identify cost saving opportunities. With the right solution for IT visibility, ITSM applications become the critical and integrated resource they should always be for IT operations teams.





# About Device42



Device42 is the most comprehensive agentless discovery and dependency mapping platform for hybrid IT available today. It discovers, maps, and provides insights to optimize infrastructure and applications across data centers and cloud, with accurate and 'single source of truth' views of your entire IT ecosystem. With Device42, our 1,000+ customers run their IT operations more efficiently and solve problems quickly, meet compliance mandates 24/7, and are able to migrate, and modernize with the lowest level of risk to the business.

# About Freshworks

Freshworks products are designed around the principles of simplicity and functionality. Empower your teams with solutions that are intuitive, 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.