

STAY FRESH ESSENTIALS



It's true! Freshservice is extremely fast to launch and easy to scale, but careful planning, configuration, integration, and ongoing support are all critical components of a successful implementation of any service management solution. That's what WhitlockIS does best! WhitlockIS provides the fastest time to value, eases the ongoing operation, and provides a mechanism to ensure a constant pursuit of value. Whether you are building your Freshservice from scratch or are already in production, WhitlockIS can help.

How do we accomplish this?

VALUE FIRST WORKSHOP

We provide a framework to ensure all aspects of the plan have been well thought out and each of the stakeholders understands and agrees to the commitment required to achieve a successful deployment.

VALUEOPS WORKSHOP

We help establish a modern, practical continuous improvement process and culture for enhancement after the initial deployment.

SPEED TO GO-LIVE

No company has more industry experience with best practice planning, configuration, and integration services to ensure a timely and successful Go-Live.

INVESTMENT PROTECTION

We transform organizations struggling with heavy and expensive customizations and upgrades, to the "new way" – simple, efficient deployment, and upgrades.

SUPERIOR SUPPORT & ENABLEMENT

Not every issue is broken code. WhitlockIS FirstCall team will be available to assist with questions associated with product functionality and help determine if a support ticket is required.

ADMINISTRATION-AS-A-SERVICE

WhitlockIS TotalCare Service provides a team of Senior US based Freshworks Administrators who manage incidents, requests, moves/ adds/ changes, enhancements, and update readiness.

WHAT DO CUSTOMERS GET AT
NO ADDITIONAL COST WHEN
THEY BUY FRESHSERVICE
FROM WHITLOCKIS?

STAY FRESH ESSENTIALS

- ValueFirst Workshop
- ValueOps Workshop
- Best Practices Checklist
- Q/A time with an expert, weekly 1 hour for 4 weeks

[MORE INFORMATION →](#)

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CONTINUED



WHITLOCK IS

ESSENTIALS SILVER PACKAGE

For teams that want to do most of the work themselves with a little help from the experts, we offer our silver package.

- ValueFirst Workshop
- ValueOps Workshop
- Best Practices Oversight
- Training
- Weekly Cadence
- 8-10 hours

ESSENTIALS GOLD PACKAGE

For teams that need a little more guidance and some hands-on assistance, we offer the gold package.

- ValueFirst Workshop
- ValueOps Workshop
- Best Practices Oversight
- Configuration
- Integrations
- Training
- Weekly Cadence
- 16-20 hours

While Freshservice is designed for fast and easy adoption, there is still a need for ongoing configuration and integration work in order to meet the minimum operational objectives.

ESSENTIALS PLATINUM PACKAGE

For new customers or larger environments that require more work, we offer the platinum package.

- ValueFirst Workshop
- ValueOps Workshop
- Best Practices Oversight
- Process Oversight
- Project Management
- Configuration
- Integrations
- Training
- Weekly Cadence
- 32-36 hours

ESSENTIALS ENTERPRISE PACKAGE

For teams that need a lot of guidance and regular hands-on assistance, we offer the enterprise package.

- ValueFirst Workshop
- ValueOps Workshop
- Best Practices Oversight
- Process Oversight
- Project Management
- Configuration
- Integrations
- Training
- Weekly Cadence
- 64+ hours