



***A New Way of Working* with the University of Aberdeen**

Iain Cameron
University of Aberdeen

Introducing Ciara Mckibbin

- Customer Success Manager
- Background in Business Operations Consulting
- Helping Freshservice Customers improve their Service Desk Offering
- Outside of work you'll find me enjoying the outdoors, practicing yoga, cooking and planning my next backpacking trip



Freshworks Snapshot

We're expanding our
business on all fronts



**Founded in
2010**



**\$399M Invested
to Date**



200M+ ARR



**175,000+
Customers**



**3000+
Employees**



12 Products



350 Partners



13 Offices



5 Data Centers

We are now a multi-product firm



ENTERPRISE READY

- freshdesk
- freshsales
- freshchat
- freshconnect
- freshservice
- freshcaller
- freshmarketer
- freshsuccess

INCUBATION PRODUCTS

- freshteam
- freshping
- freshstatus
- freshrelease

175,000+
Customers



Introducing Iain Cameron...

- Part of the Universities IT team for over 25 years
- Sits on the customer-facing edge of IT Service management
- Supporter of various IT initiatives with UCISA
- Bass guitarist in a punk/ rock band



University of Aberdeen

- Established 1495
- Scottish University of the Year Award





Iain Cameron
User Services Manager
University of Aberdeen



Ciara Mckibbin
Customer Success Manager
Freshworks



EXPERIENCE IT

Hosted by  freshworks

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