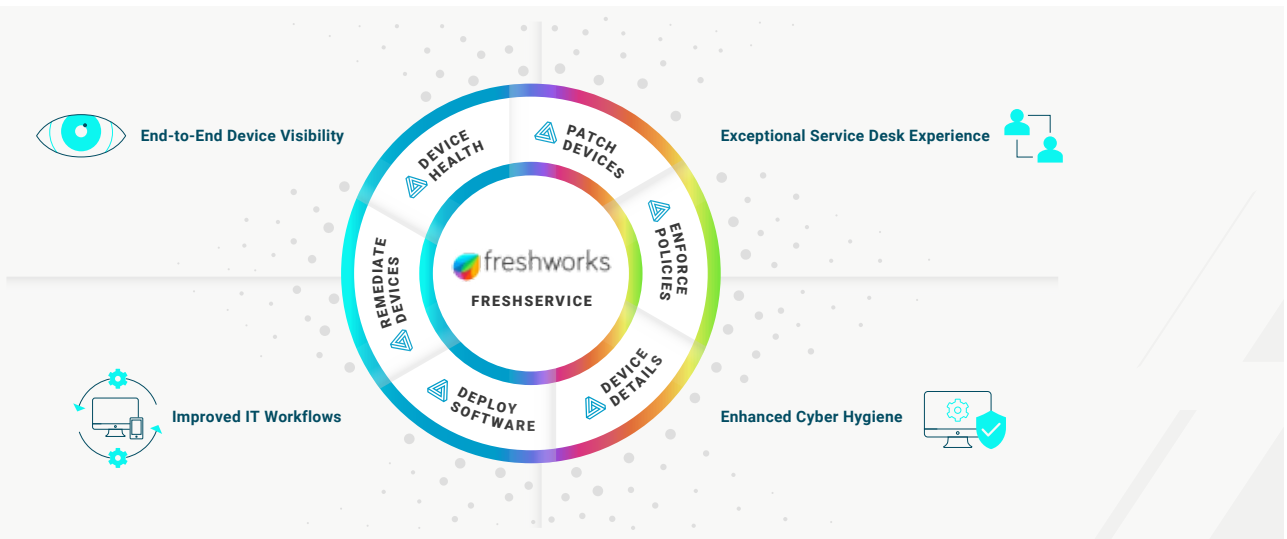


SOLUTION BRIEF

# Automox and Freshworks

## Expand your ITSM capabilities with automated endpoint management



It is no secret that IT teams have their hands full. Managing and responding to the needs of employees and users in multiple locations, on different devices, and in multi-operating system (OS) environments is tougher today than ever before. Add to that the increasing threat of breaches, and, yes, it's time for a more efficient way to do it all – minimize vulnerability exposure while still providing great IT support.

### SERVICE DESK INCIDENT RESPONSE INTEGRATION

Freshworks and Automox integrate together to expand and streamline your IT Service Management (ITSM) capabilities. If you use Freshworks' Freshservice® product for ITSM, you can easily tap into Automox's patch and endpoint management capabilities. With this integration, directly manage your endpoints without leaving the Freshworks® Freshservice console.

Automox and Freshservice let your IT and service desk teams support both incoming incidents and endpoint management – all through a simplified workflow.

### WORKFLOW IMPROVEMENTS

- A single view and single platform to execute IT actions, improving useability and efficiency
- Automated patch and endpoint management that delivers enhanced security hygiene
- An exceptional service desk experience that increases user productivity

### AUTOMOX + FRESHSERVICE INTEGRATION CAPABILITIES

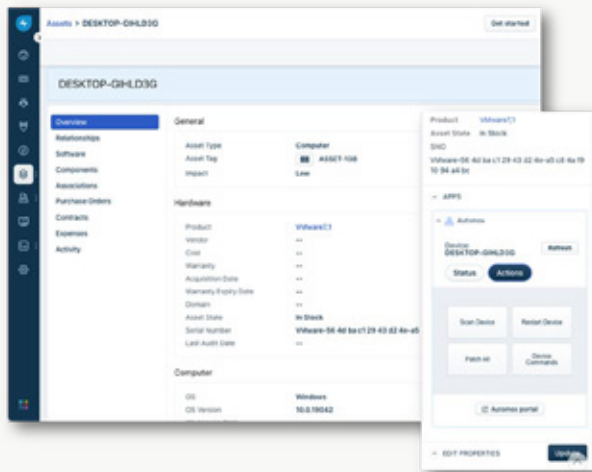
- **Easy software deployment**  
Painless global deployment, management, and enforcement of OS and third-party applications
- **Effortless configuration**  
Serverless configuration management for all managed devices with zero configuration drift
- **Automated patch management**  
Continuous patching of OS and third-party applications
- **Multi-OS support**  
Support for Windows®, macOS®, and Linux® devices
- **Cloud-native simplicity**  
Harden endpoints without complex infrastructure or VPN requirements
- **Endpoint visibility**  
Detailed view of endpoints and patch status

## ALL IN ONE: ITSM AND DEVICE MANAGEMENT

Traditionally, patching is performed with complex legacy solutions that don't scale well to endpoints off premises or in multi-OS and third-party application environments. Automox, through the Freshservice console, supports leading OS and third-party patch management, software deployment, and configuration management across your managed devices — without requiring any extra infrastructure. Now, your IT and service desk teams can view an inventory of endpoints as well as a quick snapshot of the health and patch status of each device. Freshservice administrators can also remediate and patch devices, deploy software, and enforce local policies through an easy workflow.

## KEY BENEFITS

- **End-to-end device visibility**  
Get a quick snapshot of the health and patch status of your devices.
- **Remediation and device patching**  
Mitigate vulnerabilities and deploy software updates directly from an incident.
- **Software deployment and policy enforcement**  
Trigger device commands to deploy software or apply a device policy.



View and manage your devices all from within the Freshservice console.

From device health, software deployment, to patch and remediation, manage all of your incoming incidents and endpoint management needs through a simplified workflow.

## RESPOND FASTER — AND BOOST EMPLOYEE PRODUCTIVITY

Automox and Freshservice work together to streamline vulnerability management for your IT operations. By providing the IT and service desk teams the capability to immediately respond to vulnerability and software update trouble tickets without leaving the Freshservice console, Automox gives you faster workflows and better security outcomes. And another added bonus? Your IT teams can respond to employee needs quicker, meaning you also gain productivity.