Freshdesk launches new India data centre in Mumbai
The customer support software from Freshworks strengthens infrastructure for its India customers

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[Freshdesk](#), the leading cloud-based customer engagement software from [Freshworks](#), today announced that it will be opening a new data centre in Mumbai, India. The Chennai-based company said that the data centre would provide additional security for its Indian customers.

"India is our third largest market and we are committed to growth on our home ground. When we started scaling in the mid-market industry, we realized that the data centre is an important requirement for customers especially in the health and financial industries," said STS Prasad, Senior Vice President of Engineering for Freshworks.

"The release will help local users have faster data transfers, lower latencies, and faster business performance," he added.

This is the company's fifth data centre globally, and second in the APAC region. The other locations are Virginia in the United States, Dublin in Ireland, Frankfurt in Germany, and Sydney in Australia.

Girish Mathrubootham, CEO of Freshworks, said that the new Mumbai data centre is testament to India's growth potential. *"The time when everyone believed that Indian customers won't pay for good business software is long gone. Indian businesses are now adopting software on par with other global companies, and SaaS spend is a good chunk of it. With the new data centre, we are well placed to serve our Indian customers, especially in the enterprise space,"* he said.

Freshdesk's customers in India include Saavn, Decathlon, Grofers, Lenskart, Oyo Rooms, Byju's, and Goibibo. With this announcement, Freshdesk's India customer list is only likely to grow.

About Freshworks

Freshworks Inc. is the parent company behind the suite of products which includes Freshdesk, Freshservice, Freshsales, Freshcaller, Freshteam, Freshchat and Freshmarketer. The company's suite of products is designed to work tightly together to increase collaboration and help teams better connect and communicate with their customers and co-workers. Founded in October 2010, Freshworks Inc. is backed by Accel, Tiger Global Management, CapitalG, and Sequoia Capital India. Freshworks has its HQ in San Bruno, California and global offices in India, UK, Australia, and Germany. The company's cloud-based suite of SaaS products is widely used by over 150,000 customers around the world including the NHS, Honda, Rightmove, Hugo Boss, Citizens Advice, Toshiba and Cisco. To learn more about Freshworks, please visit http://www.freshworks.com.