Helpical

IT Helpdesk & Ticketing Software Solution

Effectively addressing and resolving issues, enhances the likelihood of success and customer satisfaction...

PROBLEMS

Many organizations face the risk of losing success and satisfaction due to insufficient issue management disciplines and means.

Low transparency in operations

Limits on working time and location

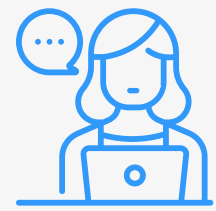Separated data and lack of insights

Hidden or extra costs

Unsatisfied managers, staff, and customers

Helpical

An organizational performance monitoring solution

From a Helpdesk at now, to an ITSM in the future...
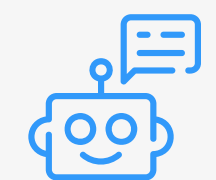
Ticketing and issue tracking system
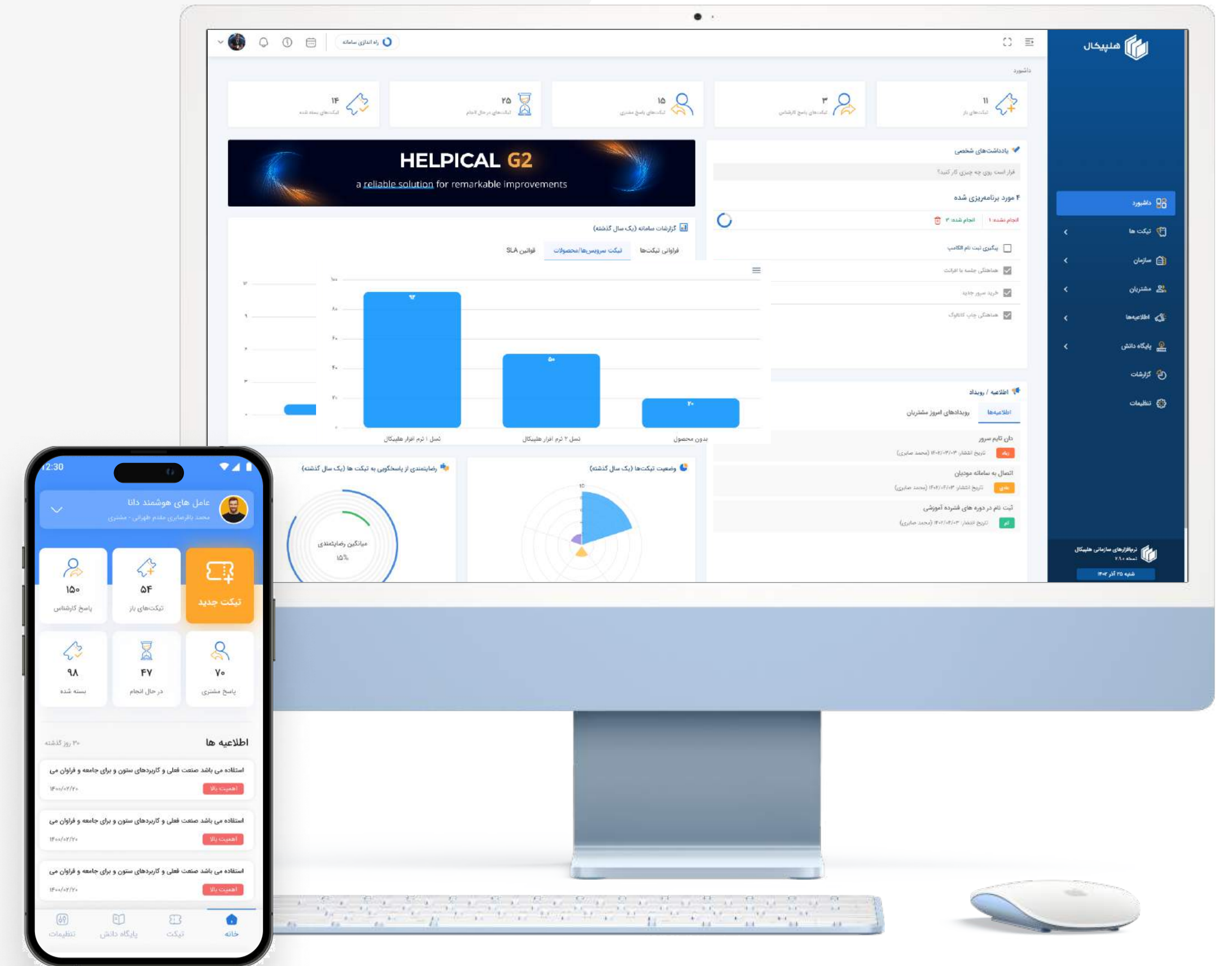
SLA management

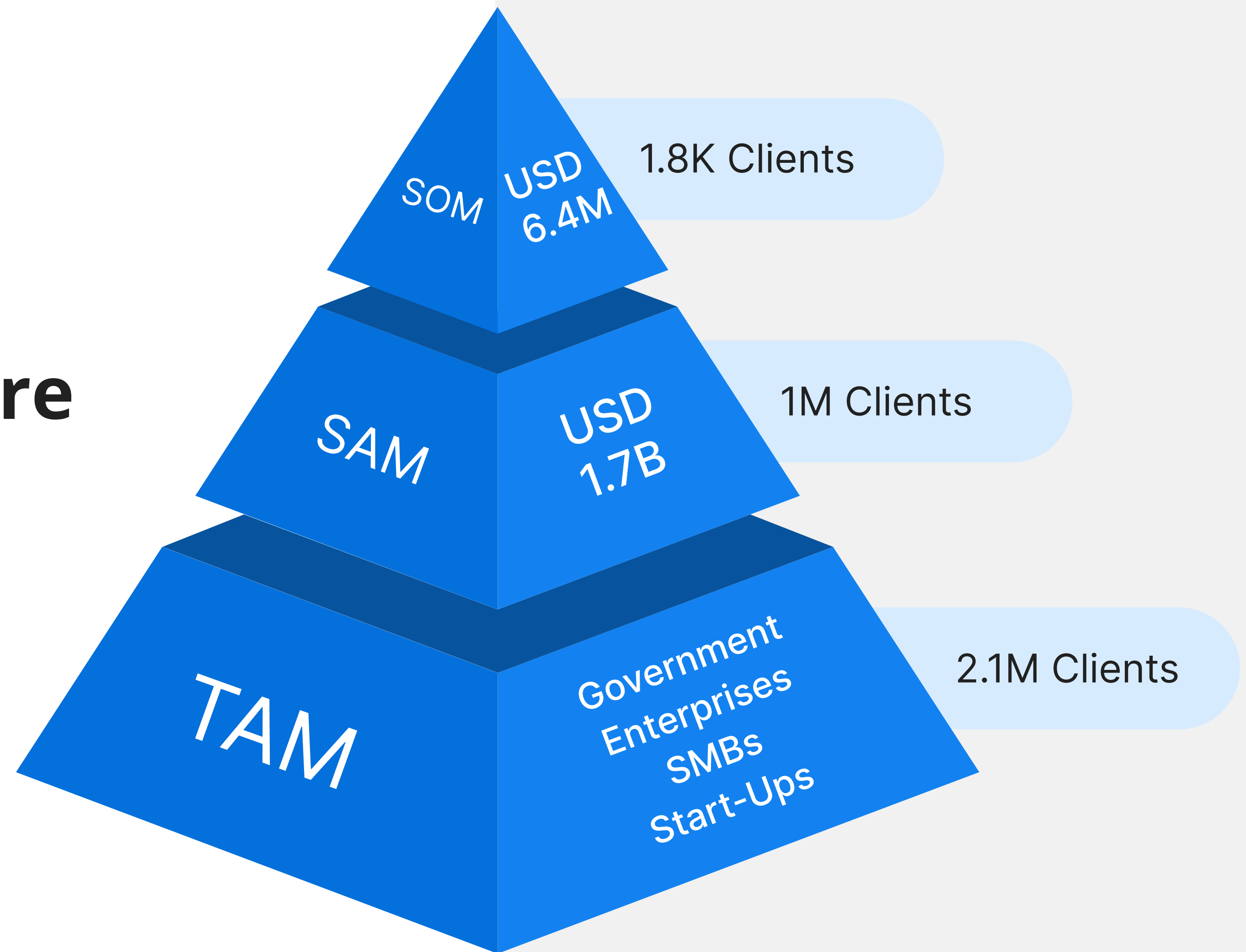Knowledge base (Learning center)

CRM

Asset Management & CMDB

Chatbot

Features Where Are We Standing At?	Helpical	JIGRLIB	Zendesk	freshdesk	Help Scout
SaaS/On-Premise licensing	✔	✔			
Multi-branch organization	✔				
Multi-brand environment			✔	✔	
Working shifts and auto ticket assignment	✔	✔	✔	✔	✔
SLA and auto ticket escalator	✔	✔	✔	✔	✔
Predefined messages	✔	✔	✔	✔	✔
Knowledge base and help center	✔	✔	✔	✔	✔
Video conferencing	✔				
Workflow and routins		✔	✔	✔	✔
SSO/AD/LDAP/OTP authentication	✔	✔	✔	✔	✔
Integrations, API and webhook	✔	✔	✔	✔	✔
AI features			✔	✔	✔

MARKET SIZE

Our business models are B2G & B2B

SOM USD 6.4M

1.8K Clients

SAM USD 1.7B

1M Clients

TAM

Government
Enterprises
SMBs
Start-Ups

2.1M Clients

We have a noticeable position in market of Iran

+300	+290k	+560k	IRR 1.6B
CLIENTS UP TO NOW	**MANAGERS, STAFF, AND CUSTOMERS**	**TICKETS (CLOUD LICENSES)**	**SALES UP TO NOW**

Cash Flow

Cash In
Cash Out

- Numbers are based on IRR 1M
- Inflation rate is 0%

SaaS/On-Premise Licenses — SaaS 98%, On-Premise 2%

SaaS/On-Premise Sales — SaaS 97%, On-Prer 3%

SaaS/On-Premise Licenses — SaaS 89%, On-Premise 11%

SaaS/On-Premise Sales — SaaS 22%, On-Premise 78%
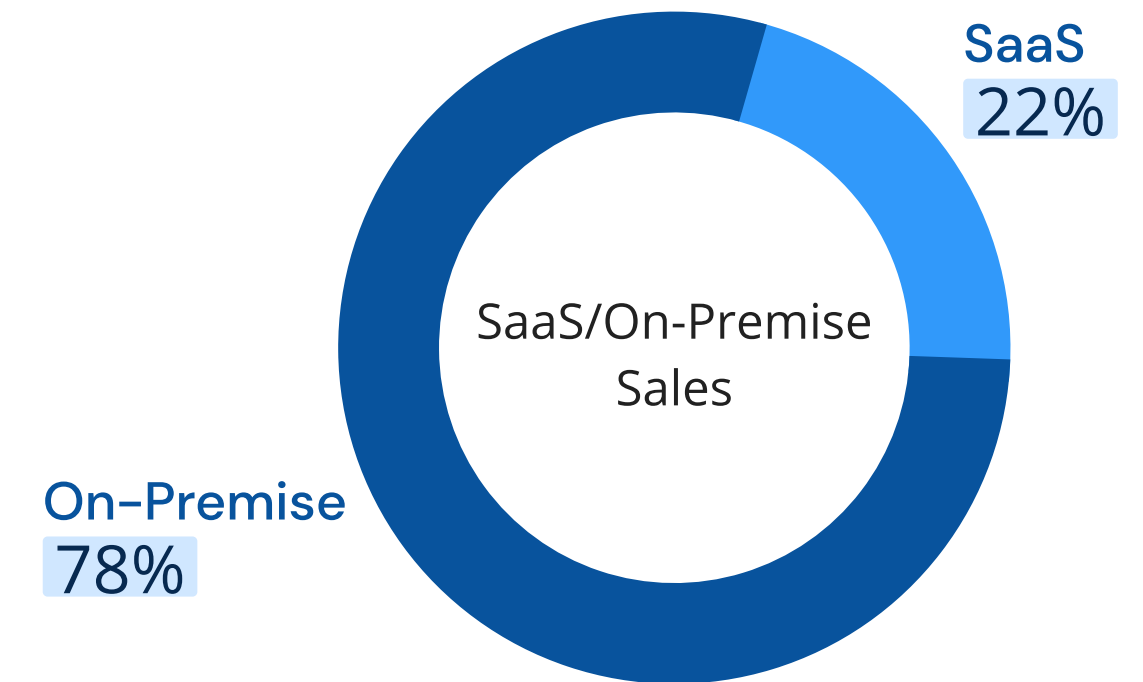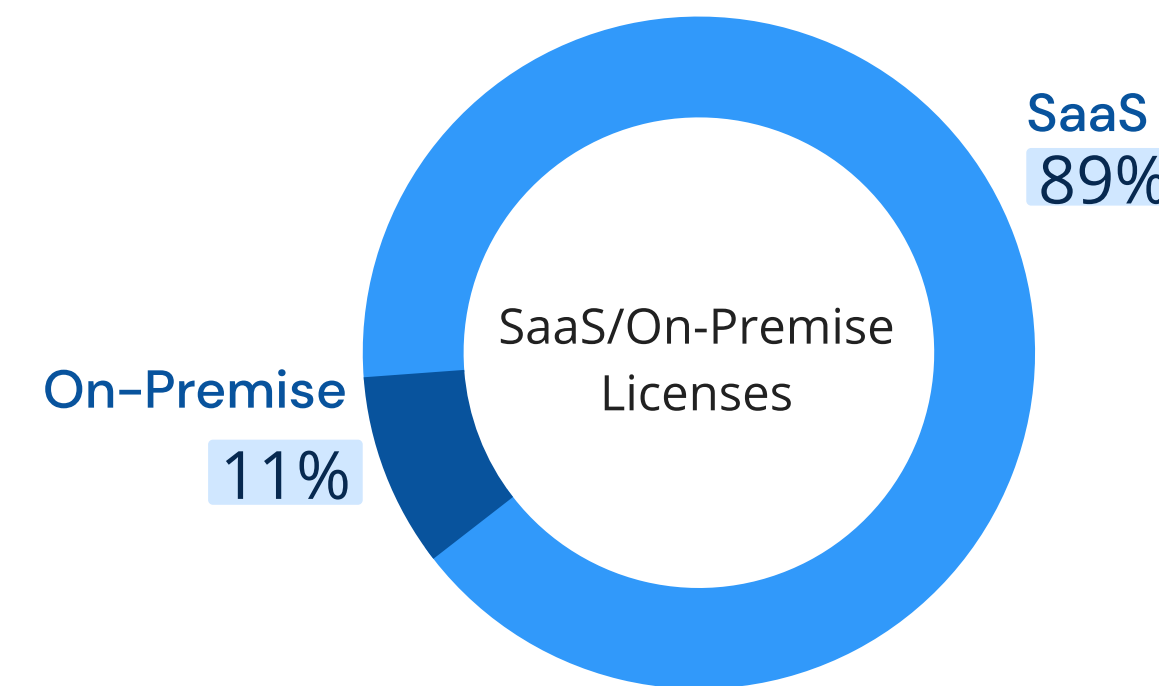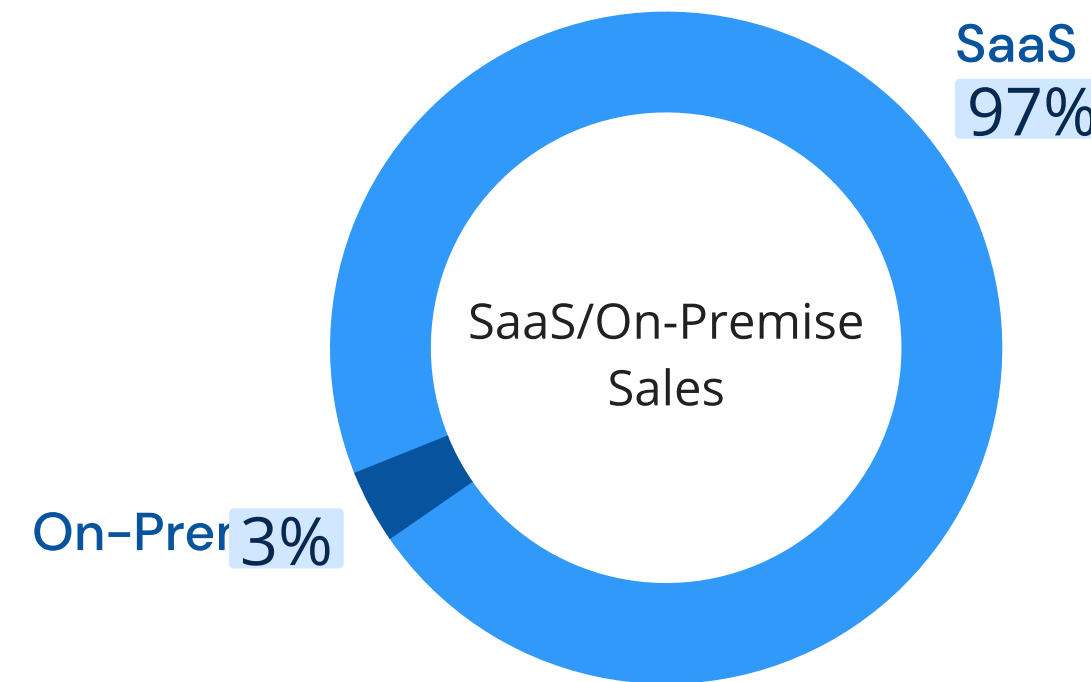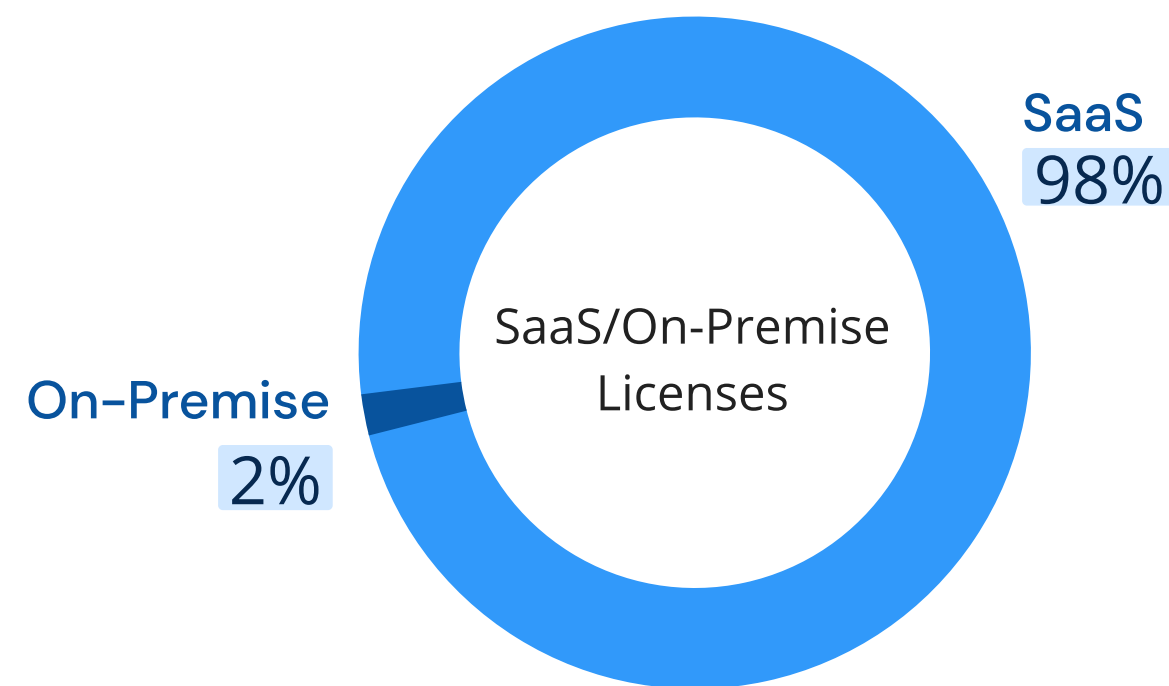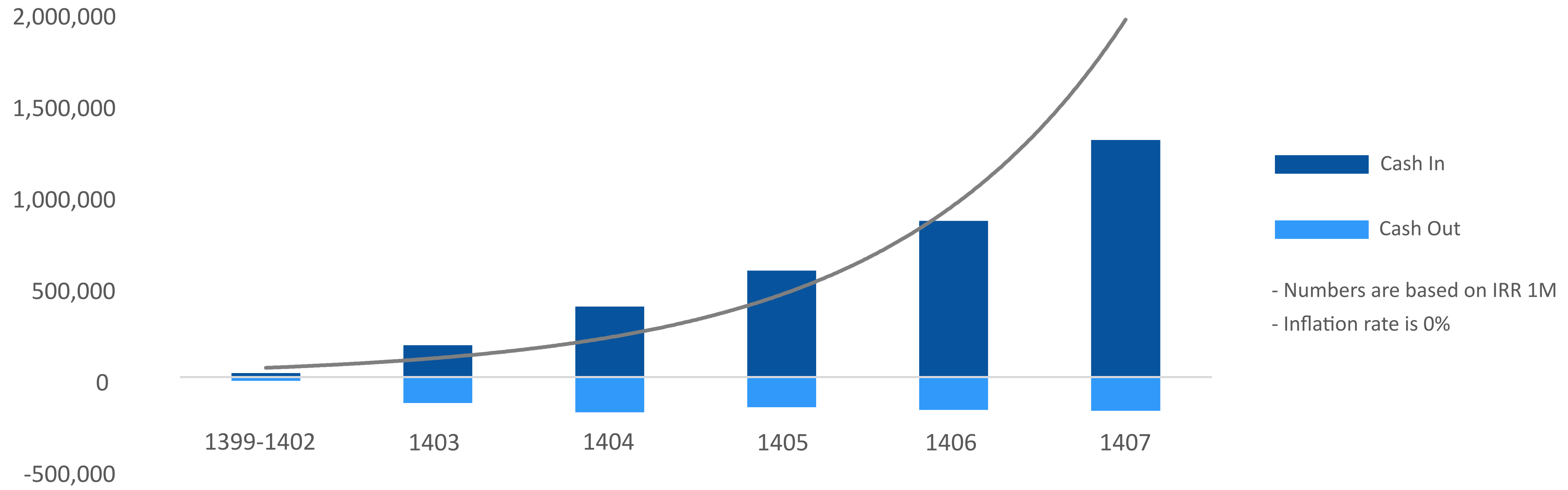
UP TO NOW

FROM NOW ON

FINANCIAL OVERVIEW

Fund raising and cost structures

Equipment and furniture

Working locations

Marketing & sales — 18%

Other expenses — 9%

5%

5%

IRR 19.5B

Development and maintenance

37%

27%

Cash-Out (Founders)
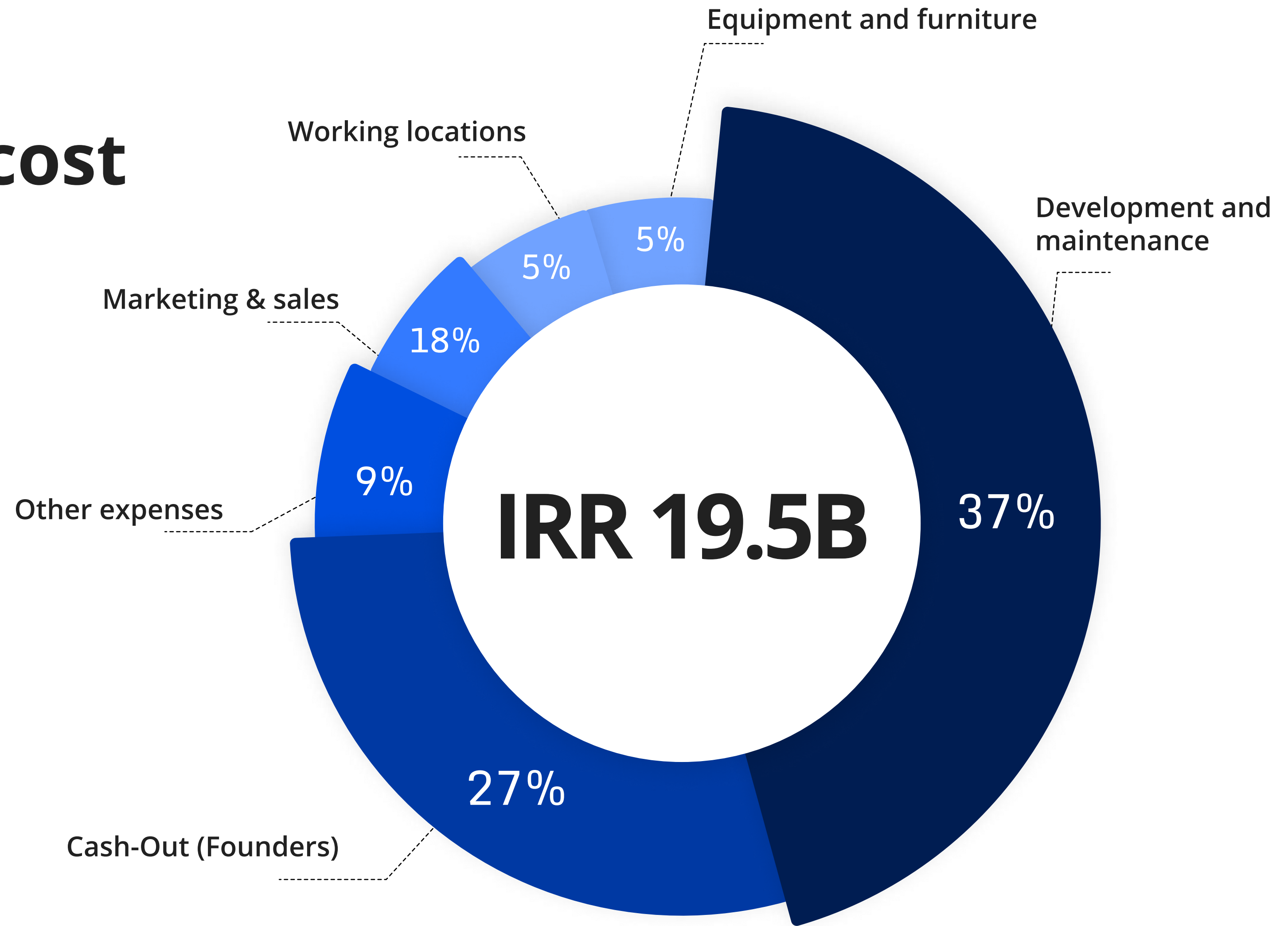
We are a small team, with many achievements...

Mohammad Saberi

Founder & CEO.

M.Sc. / IT Engineering

Over 20 years of experience
Web Programmnig
Web Security
Web Hosting
Software Analysis
SEO & AdWords
Leadership and management

Maryam Dehghanzadeh

Co-Founder, CRM Specialist

B.Sc. / Hardware Engineering

Over 10 years of experiences
Sales and marketing
Administrative affairs

Mohammad Momeni

Senior Full-Stack Developer

M.Sc. / Software Engineering

Over 5 years of experiences
Web programming
Software analysis
Team management

Ali Sheikhzadeh

UI/UX Designer

B.Sc. / Software Engineering

Over 4 years of experiences
UI designing
UX researching

Helpical Partners

Financial, legal, and technical affairs

Helpical

Thanks for your attention.

Please ask your questions and keep in touch with us...