ITOM

ITOM automation

Hornbill simplifies IT operations and drives efficiency

Automate ITOM tasks for a more agile, efficient, and resilient infrastructure

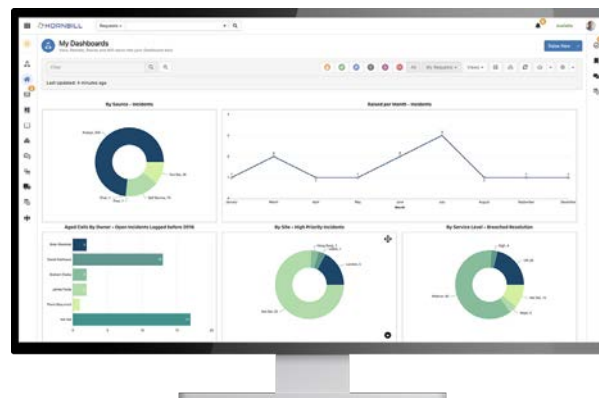**➡ Are constant surprises keeping you in firefighting mode?**

Automated discovery, monitoring, and alerting give you full visibility of what's going on.

➡ Does it take too long to get things done?

Hornbill ITOM gives you complete, centralized control over your IT systems, no matter how fragmented.

➡ Is routine IT work standing in the way of innovation?

ITOM workflows let you quickly automate workloads to crush daily work.

Taming the complexity of IT ops

Automate everything from app provisioning to patch management to self-healing—so you can make time for new projects and technologies.

Get full visibility and control over your IT ecosystem—hardware, software, on-premise and cloud.

Deep analytics gives you insights into the performance of your IT assets and operations—driving rapid improvement.

★★★★★

> *Hornbill has broadened our horizons of the possibilities. This is particularly the case with automation"*

ITOM benefits

✓ Complete visibility of on-premise and cloud infrastructure and dependencies.

✓ Get centralized control over your ecosystem—empowering IT people to act faster.

✓ Enable self-healing infrastructure with detect-and-correct automations.

✓ Save time. Automate routine IT processes with workflows and runbooks.

✓ Manage all ITOM integrations and automations in one place

✓ Reduce operating costs, workloads, and stress levels.

What's different about Hornbill?

No upgrade problems.

Continuous, delivery of new features. You spend zero time spent on upgrades.

100% codeless

Model and automate IT processes in minutes with drag-and-drop workflows.

2x faster go-live.

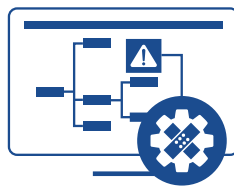Get the ITOM tech you need twice as fast with simple setup
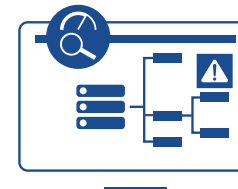
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What can you do with Hornbill?

➡ Drive automation across a complex, diverse landscape

Hornbill enables quick automation of work across a fragmented mix of cloud and on-premise IT systems. You don't need to modernise everything to benefit from IT automation. Hornbill easily controls actions across new and legacy systems.

➡ Self-healing for resilient infrastructure

Stop wasting time applying the same manual fixes to common IT issues. Connect known error conditions with resolution workflows/runbooks to automatically solve issues as soon as they're detected.

➡ Get complete visibility of infrastructure and status

Hornbill's service-oriented CMDB pulls data from your discovery and monitoring tools to give you an accurate, real-time view of what's happening across your IT estate.

NHS
Mid and South Essex
NHS Foundation Trust

"*The many levels of Hornbill help the business quickly resolve all manner of challenges.*"

✓ Software asset management

Manage licenses and installs to ensure Software License Compliance (SLC) and Software License Optimization (SLO).

✓ Simple integration

Quick connection to IT management sub-systems gives you complete coverage of your whole IT estate.

✓ Runbooks

Complete automation of routine ITOM tasks like user account creation and software installs.

✓ IT asset management

Full lifecycle management of all IT assets, including lifetime costs and associated support effort.

✓ Endpoint management

Direct control over Windows, Linux and MacOS devices.

✓ Endpoint management integration

Integration with a broad range of endpoint solutions such as Microsoft Intune.

✓ Virtual environment management

Automate management of virtual environments like vSphere and Hyper-V.

✓ Enterprise-class CMDB

Hornbill connects data about your data center, devices, services, and status to give you a real-time service-oriented view of everything.

✓ Event management

Sophisticated event monitoring and alerting cuts through the "noise" to highlight what's important.

✓ ITOM ticket management

Including tickets routed to the team, and tickets created by event management.

✓ Job scheduling

Schedule automations and runbooks for hands-free IT maintenance—including regular discovery sweeps.

Our mission is to enable your mission
www.hornbill.com/contact-us

Automate 90% of routine workloads across your organization with enterprise automation everyone can use. Save 1000s of hours by digitalizing interactions and automating workloads. Crush the daily grind and free people to pursue your true mission.