HORNBILL

Facilities service management

Modernize facilities services and operations

➡️ **Spending too much time on calls and emails?**

Build compliance steps into business processes to ensure they're always covered.

➡️ **Still using paper job tickets for work orders?**

Digital service management makes work visible, so you can spot non-compliance easily.

➡️ **Spending too much time micromanaging?**

Service economics reports give you a clear picture of costs and value created.
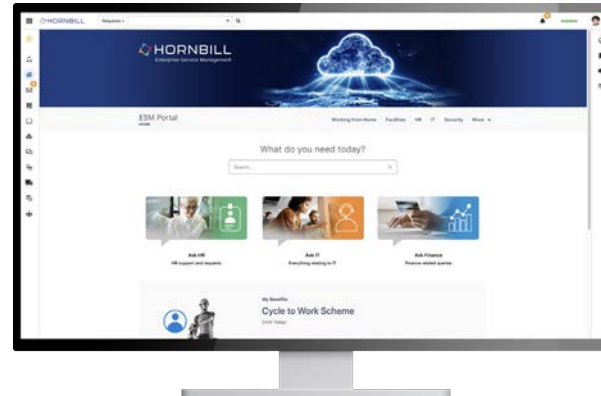
Hornbill transforms management of FM services and operations through digital interaction and automated workflows.

Replace phone calls with a digital self-service portal that handles up to 90% of daily demand. Use drag-and-drop digital workflows to guide FM processes quickly and consistently. Less time on the phone. Less time involved in low-level work. More time for strategic FM projects.

Kent Police   **ESSEX POLICE**

" *We now have our facilities team using service management best practice to run their day-to-day business.*"

Facilities management with Hornbill benefits

✓ Boost employee experience and productivity.

✓ Digitalize interaction for up to 90% of calls.

✓ Reduce FM team workloads and stress levels.

✓ Resolve work orders first time, every time.

✓ Increase staff retention. Reduce recruitment and training costs.

✓ Reduce operational costs with modernized operations.

What's different about Hornbill?

→ **The most user-adopted ESM solution.**

Hornbill has the highest user adoption rates of any Enterprise Service Management vendor.

→ **Codeless setup.**

No technical skills required to set up your facilities portal, processes, and routing rules.

→ **The most experienced consultants.**

Our people have 3X more experience than the cloud tech industry average.

Facilities service management

What can you do with Hornbill?

SecureTrust Bank

➡ Digital employee experience

Let employees skip the call queue with a web and mobile facilities portal—where they can instantly log an issue or facilities service request. Fewer calls means more time for you to focus on improving the overall employee experience.

➡ Digitalize facilities management operations

Automate categorization, prioritization and routing of work orders so that technicians have a clear, prioritized list on their smartphone. Create drag-and-drop workflows to ensure work orders are completed quickly and definitively—including H&S and compliance steps.
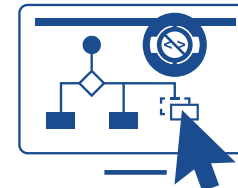
➡ Automate FM service delivery

With Hornbill, facilities leaders can quickly design automated facilities service delivery processes with our drag-and-drop workflow canvas. It connects codelessly to your facilities (and other) systems to pull information and automate tasks.

> "
> *Hornbill is helping us deliver a broader Enterprise Service Management strategy to help transform and streamline the way our organisation supports its employees."*

✔ Frequently asked questions

Divert hundreds of phone calls every month with a simple facilities FAQs page.

✔ Automated routing

Work orders are automatically categorized, prioritized, and routed to the correct team/technician.

✔ Orchestrate facilities processes

Guided workflows mean consistent, accelerated outcomes for employees.

✔ Supplier management

Suppliers are linked to contacts, contracts, assets, events, issues, and more, to give you the full view.

✔ Performance dashboards

Real-time performance visuals show FM KPIs at-a-glance.

FM knowledge base

✔ Make it easy for technicians to find and share knowledge that helps them get work orders completed faster.

✔ Document management

Store contracts, how-to guides, and other docs in one central location—accessible via web and mobile.

✔ Compliance management

Build compliance activities into workflows as mandatory steps in the process.

✔ Supplier job ticket routing

Automatically notify external contractors of relevant work orders

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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.