Unified service portal

Everything your employees need. Wherever they are.

Make life easy for employees with a unified service portal.

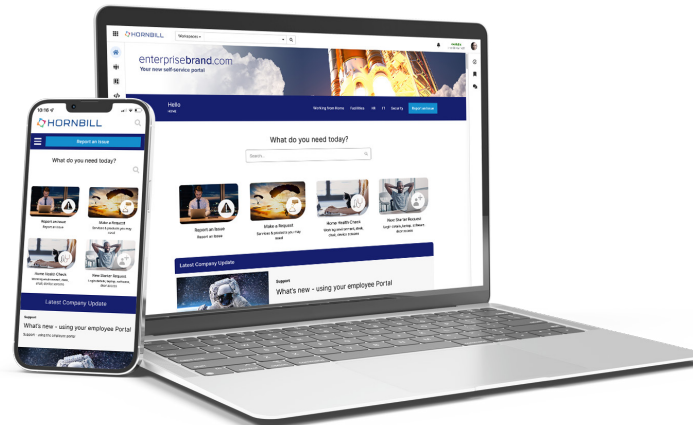➡️ **Swamped with inbound calls?**

Cut calls by up to 90% by giving employees a digital alternative to calling your service desk.

➡️ **Confusing employee experience?**

Swap multiple portals, mailboxes and numbers for a unified service experience that scales.

➡️ **Struggling to make ground?**

A unified portal gives all service providers the tools they need to accelerate.

Improve Employee Experience (EX)

Give employees compelling digital alternatives—instant access to services, support, status information and how-to's.

Hornbill gives your teams codeless tools to create new digital experiences for employees. Design and launch new services and new digital journeys in minutes.

★★★★★ 	 *The portal is simple and very well presented. It's easy for customers to find what they need."*

Unified service portal benefits

✓ Simplify EX with one portal, one app, and one phone number.

✓ Measure and manage performance across your entire enterprise.

✓ Cut costs. Consolidate multiple portals and licenses into one flexible platform.

✓ Make time to solve underlying issues, drive improvement, and pursue projects.

✓ Reduce friction and accelerate delivery with processes that flow across teams.

✓ Reduce stress for front-line support staff. Eliminate burnout and churn.

What's different about Hornbill?

→ **Simple self-management.**

Each team codelessly creates and manages their service portfolio, forms, and workflows.

→ **High digital adoption.**

Built for simplicity, Hornbill delivers the fastest digital channel adoption— delivering benefits earlier.
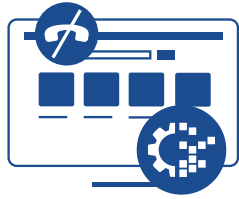
→ **Easy upgrade.**

Continuous delivery of new features—automatically applied— means zero upgrade effort from you.

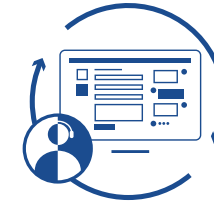## Unified service portal

What can you do with Hornbill?

➡ Make time for transformation

Automate the high-volume, low-value interactions with a unified portal that benefits service provider and service consumer alike. Reduce inbound calls by up to 90%, releasing your teams to pursue projects that make a difference.

➡ Consolidate your service landscape

When every team in your organization has their own portal, this adds up to a confusing employee experience: multiple phone numbers, email boxes, web portals and apps. Hornbill makes it easy to simplify the experience. Each team can quickly set up their own services and digital experiences.

➡ Unified service management

When all your internal service providers share a common platform, enterprise processes flow smoothly across teams—meaning faster, more consistent, and more efficient outcomes for employees.

BTG

"We're saving thousands of hours each year by automating low-value interactions."

✓ **Self-service**

Employees get instant web/mobile access to the services they require. Any time. Any place. Any device.

✓ **Supply and demand analytics**

Get an accurate, global view of service demands, where they're coming from, and how trends are changing.

✓ **Knowledge management**

Present appropriate how-to knowledge to empower employees with instant fixes.

✓ **Codeless experience design**

Create new digital service experiences in minutes. Create forms, workflows, and touchpoints without technical skills.

✓ **Self-logging**

Employees avoid call queues—logging simple issues digitally. Leave one-to-one channels free for employees with more complex issues.

✓ **Performance analytics**

Measure SLAs, KPIs and employee satisfaction to get a true reading on where services are aligned with expectations.

✓ **Self-resolution**

Hornbill automatically pushes appropriate fixes and workarounds to employees to help them self-solve right now.

✓ **FAQs**

Make answers to the most common questions easiest to find. FAQs save thousands of calls every year—giving time back to your employees.

✓ **Omnichannel experience**

Hornbill covers all channels of interaction in one app, meaning employees can switch seamlessly.

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.