HORNBILL

www.hornbill.com/**demo-request**

Service catalog

Make IT services a part of your digital workplace



Swamped with calls & emails?

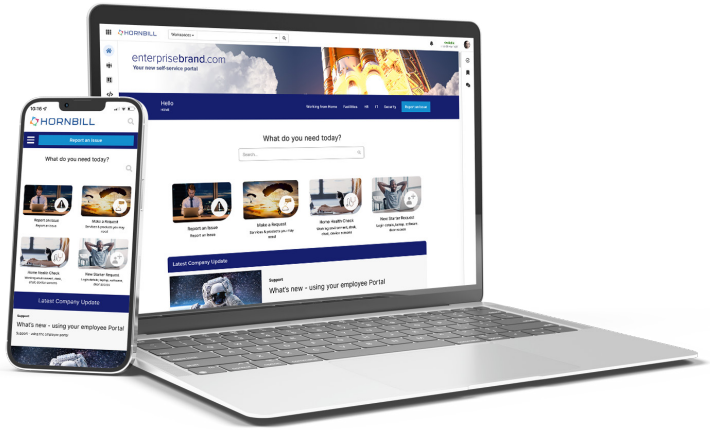
Eliminate 90% by giving employees a compelling digital alternative to calling or emailing your service desk.

Service requests bouncing between teams?

Get the right information to the right team every time for faster fulfilment.

Buried by tedious, manual, admin tasks?

Automation & integration eliminates manual work you shouldn't be doing.



Give employees anytime, anywhere, any device access to the services they to do their best work with.

With codeless service design, creating and launching a new service to your service catalog is easy. With Hornbill, you can create a new digital service experience in just a few minutes.

★★★★★ *"It's easy to configure a new service extremely quickly."*

Hornbill service catalog benefits

- Divert up to 90% of service requests from phone and email channels.
- Present a consumer-grade digital service experience.
- Trigger automated service workflows for instant, hands-free digital delivery.
- Reduce the cost of service and increase its value.
- Reduce costs and divert time and energy to projects and innovations.
- Improve employee experience and boost satisfaction.

What's different about Hornbill?

Simple self-sufficiency.

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

High digital adoption.

Built for simplicity, Hornbill delivers the highest and fastest adoption rates—delivering benefits earlier.

No upgrade pains.

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

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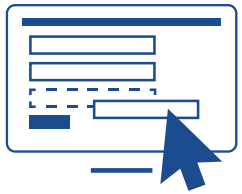
What can you do with Hornbill?





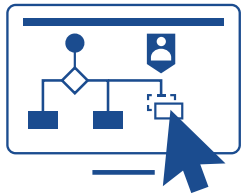
Create new services in minutes

Adding a new service to your service portfolio is easy. Simply describe what the service does, who it's for, costs, and SLAs—and then publish to your service catalog.



Create a custom form for end users

Use drag-and-drop to define what information you need from the end user to delivery the service. Our unique Progressive Capture feature simplifies the experience to ensure end users return to the service catalog as their channel of choice.



Build a codeless workflow

To drive service execution, use the drag-and-drop workflow canvas to set out the steps needed to deliver the service—including actions, decisions, authorisations, and end user updates.

> *"It's easy to configure a new service extremely quickly."*
>
> ★★★★★

Service Portfolio Management
Control the process by which new services are created and added to the service catalog.

Codeless workflows
Create drag-and-drop workflows to guide and automated service delivery. No technical skills required.

Workflow triggering
A service request automatically triggers the correct workflow—making the whole process hands-free for the service provider.

Codeless forms
It only takes a few minutes to create a custom request form for each service.

Transparency
Visual progress trackers mean end users don't need to call the service desk for updates.

Dynamic service options
Offer service consumers customization options—so that you can offer many variation with one service offering.

Service filtering
Service consumers can only see and request the services that are relevant to them.

Global coverage
Publish service offerings in any language with built-in translation technology.

Employee satisfaction
Create employee surveys to measure satisfaction and drive continual improvement.

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.