HR service management

Automate HR interactions and operations

Make life easy for your HR teams and your employees with a unified service portal that automates interaction and delivery of HR services.

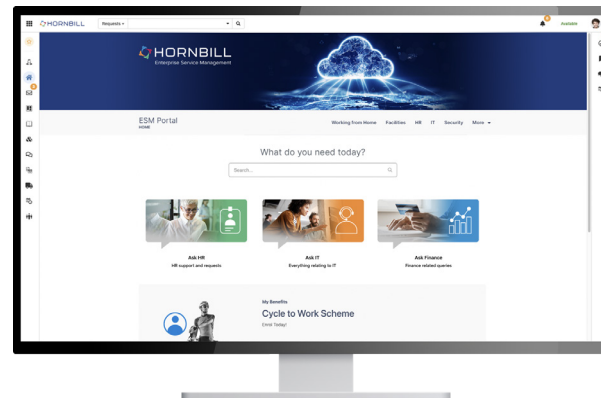**➡ Spending too much time on calls and emails?**

Give employees a web and mobile HR portal to log issues, make requests, and find information.

➡ Managers not following process, providing incomplete information?

Design forms with the right questions – with guidance to help employees.

➡ No metrics for service improvement?

Simple reporting pinpoints where improvements can deliver quick gains.

Transform HR operations with digital interaction and automated service delivery

Replace phone, email, spreadsheets, sticky notes, and manual work with a digital HR operations platform that automates up to 80% of routine tasks.

★★★★★

" *Such a massive improvement on the previous (incredibly challenging) procedures. Hornbill has revolutionized the recruitment process.*"

HR service management with Hornbill benefits

- ✓ Reduce HR admin workloads by up to 80%.
- ✓ Design HR processes without the need for technical gurus.
- ✓ Give your team time for strategic HR programs.
- ✓ Integrate HR services with other teams for faster onboarding.
- ✓ Boost HR service satisfaction.
- ✓ Cut information duplication in half.

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 HR portal.

→ **The most experienced consultants.**
Relax, we've done it all before. We're here to help you get set up fast.

HR service management

What can you do with Hornbill?

➡ Digitalize interaction

Accurately track the number of cases and queries your HR team are fielding every month. Pinpoint high-volume tasks and enquiries that can be handled digitally to reduce HR's operational workload.

➡ Digitalize workloads

Replace sticky-notes and spreadsheets with a prioritized task queue that makes it 100% clear what needs to be done, in what order.

➡ Elevate HR from the operational to the strategic

Automate routine interactions, HR services, and information requests to make more time for strategic HR projects like recruitment and training.

SecureTrust Bank

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

✓ Self-service HR portal

Give employees a web and mobile interface to log issues and get info without picking up the phone.

✓ Orchestrated HR processes

Drive efficient, fast processes with predictable and consistent outcomes for employees.

✓ HR operations reporting

Understand demands put on HR and how they are changing over time.

✓ HR case management

Automatically log, categorize and route HR cases. Each person has their own prioritized work queue.

✓ Out-of-the-box workflows

Adapt Hornbill's ready-to-use HR workflows to get you started faster.

✓ Integrates with HR systems

Automate management of employee records with connections to systems like Workday and BambooHR.

✓ Frequently asked questions

Divert hundreds of phone calls every month with a simple FAQs page on your HR portal.

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.