

## Collaboration

# Collaborative service management

Hornbill is a system of engagement where people work together to solve problems - capturing knowledge as they do it

### ➔ Email isn't the best place for problem solving

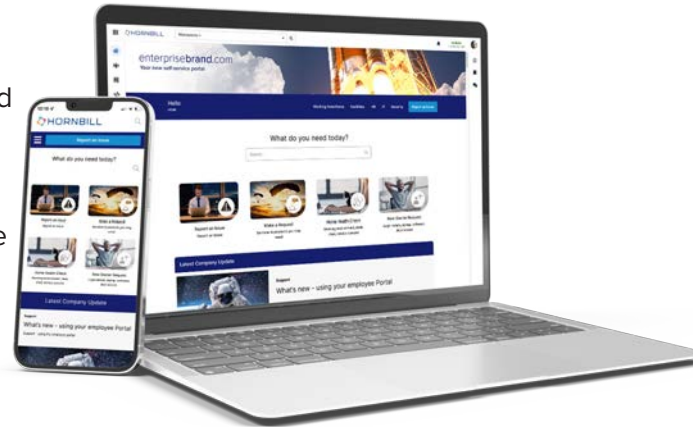
Move support conversations out of your email system and into your service management platform.

### ➔ Teams working in siloes?

Enable open collaboration between departments to solve problems faster.

### ➔ Struggling to solve business critical issues quickly?

Spin-up collaboration sessions with experts across your organization in seconds.



### Hornbill is a system of engagement for service management

Hornbill offers collaboration and knowledge sharing across every aspect of service management— so people across your organization can come together to solve problems of every kind.



*"The ability to add colleagues as members to cases and chat to each other within the system have facilitated collaboration enormously."*

## Collaboration with Hornbill benefits



Breaks down siloes between departmental communications



Bring subject experts into conversations to solve problems faster



Quickly enables real-time swarming to solve issues



Collaboration and knowledge capture can begin immediately on day one



Collaboration is part of the platform—not a bolt-on module.



Familiar user interface means zero training needed

## What's different about Hornbill?



### Effortless upgrade.

Continuous delivery of new features (automatically applied) means no upgrade effort.



### 100% focus on service management.

Everything we do is about helping customers achieve service excellence.

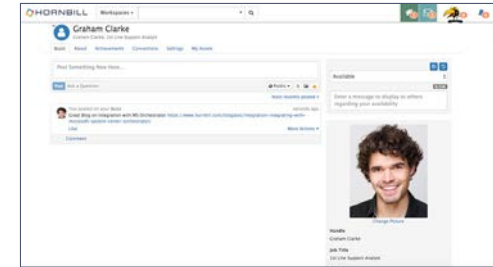
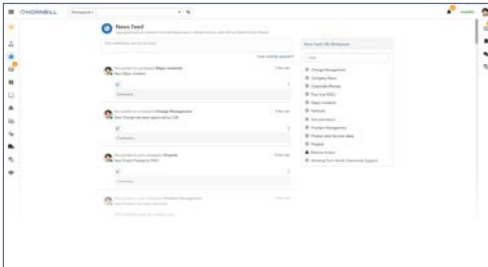


### True cloud app.

Built as a cloud app, Hornbill has zero application management overheads.

## Collaboration

# What can you do with Hornbill?



“Hornbill is very intuitive and easy to learn.”



### ➔ Follow what's important to you

Stay up to date with the services, projects, people, assets, and other entities that are relevant to you. Simply “follow” what’s important and you’ll see relevant updates in your personal newsfeed. In real time.

### ➔ Solve recurring issues faster

Digital collaboration captures knowledge transfer by default. It happens as part of day-to-day business. That means that solutions to common problems can be easily found through a simple search.

### ➔ Pull knowledge to solve problems faster

When you are facing a new type of problem, collaboration helps you get to the solution faster. Search Hornbill’s user profiles to find the relevant subject matter experts, and then invite them into a collaboration conversation.

#### ✓ Automatic updates

Get automatic updates in your personal newsfeed when you follow people, projects, documents and cases.

#### ✓ Collaborative by design

Collaboration is a native part of the Hornbill service management platform. It’s not a bolt-on module.

#### ✓ Break down barriers

Make it easy for siloed teams to work together and share information—creating a more open, collaborative organization.

#### ✓ Zero training adoption

Familiar user interface means better collaboration and knowledge capture begins on day one.

#### ✓ Collaborate on anything

Everything is a social object. Cases, problems, projects, documents, assets, and more.

#### ✓ Capture and leverage knowledge, effortlessly

Digital collaboration makes the capture and re-use of knowledge simple. Ready-to-use knowledge is captured every day.

#### ✓ Enable real-time swarming

Spin-up collaboration sessions with experts across your organization in seconds.

#### ✓ Boost your knowledge pool

Collaborative content is a searchable living pool of knowledge you can draw from at any time to solve issues.

