

Self-service IT portal

Give employees direct access to tech, tools, information, and solutions.



Hornbill's IT self-service portal makes it easy for employees to help themselves—and each other

➔ Swamped with inbound calls?

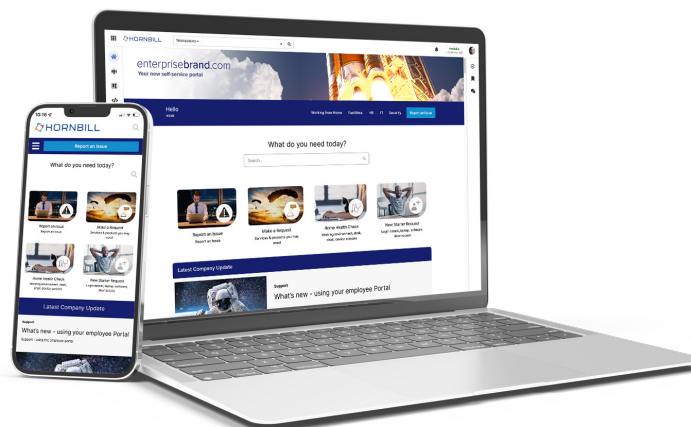
Cut calls by up to 90% by giving employees a digital alternative to calling your service desk.

➔ Never-ending backlog?

With fewer calls, your team has time to work through the backlogs and switch from reactive to proactive mode of working.

➔ Struggling to improve employee satisfaction?

Enable an employee-facing knowledge base so employees can help each other to self-solve without raising a ticket.



Tech-savvy employees don't want to wait for your service desk to answer the phone

They want digital access to services, how-to guides, information, and updates so they can bypass your call queue. Our comprehensive portal offers features to support every employee need—while IT maintains oversight and control over activity and risks.



“Are your satisfaction metrics slipping? Boost them in just 30 days with Hornbill self-service.”

Self-service with Hornbill benefits

- ✓ Reduce calls to your service desk with incident self-logging.
- ✓ Employees using knowledge base can self-solve without raising a ticket.
- ✓ Employees can log in to check the status of requests without contacting IT.
- ✓ All services—IT, HR, Facilities, Finance, and more—in a single portal.
- ✓ Increase levels of employee satisfaction through self help.
- ✓ Employees can access self-service whenever they want, on any device.

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.

Self-service IT portal

What can you do with Hornbill?



→ One portal. All services.

Give employees access to all services—spanning IT, HR, Facilities, Finance, and more—in a single web and mobile portal. Whatever they're doing. Wherever they are.



→ All needs covered

With a service catalog, self-logging, searchable knowledge, collaboration, and newsfeeds in one place, Hornbill is the destination for all corporate service needs.



→ Digital transparency

Employees can check the status of the services they use, pending requests, and open tickets—making thousands of calls to the service desk redundant.

“Reduce stress, burnout and staff churn with Hornbill self-service.”



✓ IT service catalog

Employees can request new apps, devices, and other tech services without calling the service-desk.

✓ Incident and request transparency

Employees can simply log in to check the status of their ticket or request.

✓ Technical capabilities

Cater for a broad range of end users, including tech-savvy employees who want to collaborate to solve issues without calling IT.

✓ Knowledge base

Employee-facing knowledge base means employees can self-solve without raising a ticket.

✓ FAQs

Easy to find answers to common questions lets employees self-solve and bypass your service desk.

✓ Collaboration workspaces and employee profiles

Facilitate peer support and help people with novel problems to identify suitable subject matter experts to collaborate with.

✓ News feeds

Provide employees with relevant information about the services, apps, and devices they use.

✓ Incident self-logging and visibility

All self-solved issues are tracked as tickets - giving you full visibility over how much value your self-service portal is creating.

✓ Hornbill consultancy

Our experienced consultants will help you set up the Hornbill solution and help guarantee success on your self-service journey.

