

IT analytics

Visibility over performance from every angle



→ See the big picture

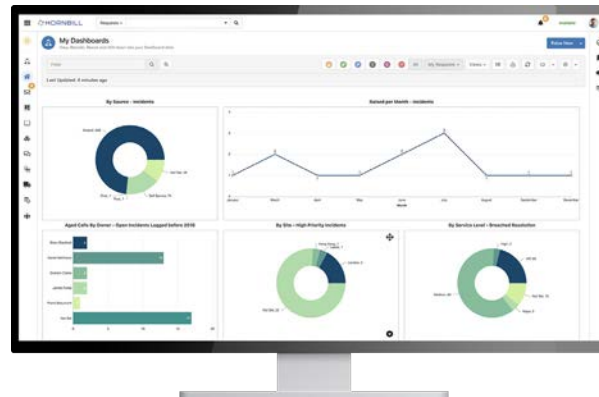
Hornbill reporting lets you connect data across ITSM, ITOM, and ITAM.

→ Pinpoint and fix weaknesses

Identify bottlenecks, waste, and problem areas with deep reporting.

→ Demonstrate value

Service economics reports give you a clear picture of costs and value created.



Visibility is everything

Knowing what's happening now and what happens next is the key to world-class IT performance.

Hornbill turns data into meaningful insights you can act on with confidence.

NHS
Mid and
South Essex
NHS Foundation Trust

“As a service manager, I love the KPI reporting functionality and dashboards.”

IT analytics benefits

- ✓ Full visibility of spend and performance.
- ✓ Detailed service economics.
- ✓ Quantifiable cost of service.
- ✓ Quickly pinpoint waste.
- ✓ Visibility of demand and supply.
- ✓ Accurate annual budgeting.

What's different about Hornbill?



One data model.
Avoid the pain of reporting across a modular suite. Hornbill's single data model makes it easy.



Faster implementation.
Codeless setup means Hornbill cuts the usual implementation time in half. Reach ROI 12+ months earlier.



Most experienced consultants.
3X longer average industry tenure versus the competition.

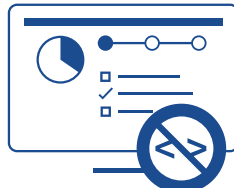
IT analytics

What you can do with Hornbill IT analytics?



→ Performance dashboards

Dashboards give you instant insight, based on up-to-the-minute data. You can build your own personal dashboard in just a few minutes using visual drag-and-drop graph widgets.



→ Codeless reporting

Simple report wizard makes it easy for non-technical people to access the insight they need – in just a few clicks.



→ Trending

Trend analysis gives you a forward view to complement current status and rear-view reports.

Leica
MICROSYSTEMS

“Hornbill does a great job of reporting, especially the personal dashboards.”

✓ Single data model

Facilitates deep reporting across all teams and practices (ITSM, ITOM, HR, Facilities, Finance, and more).

✓ Service economics

Analyse changes in demand and the cost of supply to steer investment to where it creates most value.

✓ Report outputs

Choose from PDF, Excel and CSV output formats.

✓ Works with your own BI tool

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

✓ Standard reports

Hornbill ships with an extensive set of standard reports – which can be adapted in minutes (without consultants).

✓ Automated reports

Save time: schedule the automatic creation and distribution of reports to stakeholders.

✓ Create your own widgets

Codelessly create your own drag-and-drop dashboard widgets for full reporting flexibility.

✓ Waste detection

Quickly pinpoint under-used services to shift resources to new services.

✓ Slideshows

Automatically present a series of live dashboards as a rolling slideshow – so your team always has an eye on the important numbers.

