

## Integration

# Codelessly connect your systems with Hornbill

Integration is the key to centralization of data, control, and automation  
Get a control-room view of your enterprise service ecosystem

➔ **Can't get the data you need to solve issues and make decisions?**

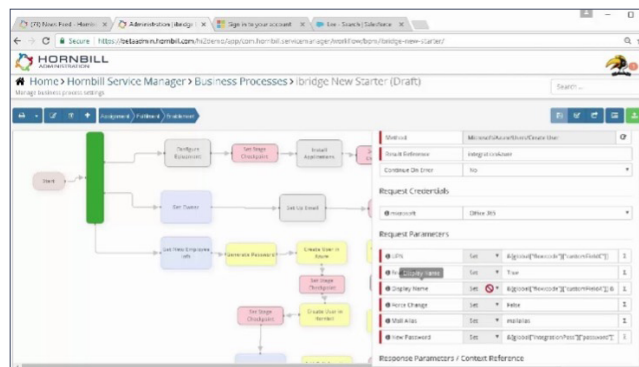
Hornbill connects all your systems to present the data you need in one place.

➔ **Using multiple systems to manually execute tasks?**

Hornbill integration gives you direct control of all your systems in a single pane of glass.

➔ **Struggling to apply end-to-end process automation?**

Hornbill workflows trigger actions across all your systems to centralize automation.



### Hornbill integration hub

Choose from hundreds of codeless, out-of-the-box connectors—linking all your cloud and on-premise systems.

Hornbill integrations store lets you pick and set up new connectors in minutes: ready for use by agents and automated workflows.

Empower people across all your teams to fully automate processes running across different apps and systems.



“The API connectors into our apps are very good.”

## Hornbill integration benefits

- ✔ Get full visibility of your service ecosystem.
- ✔ Empower agents with direct control of systems, shortening call times.
- ✔ Trigger tasks across all systems with automated workflows.
- ✔ Enable self-healing infrastructure with detect-and-correct automations.
- ✔ Central visibility and control over all integrations in one place.
- ✔ Stop wasting time manually gathering and normalizing data.

### What's different about Hornbill?



**No upgrade problems.**  
We test all integrations as part of every product update.



**100% codeless**  
No specialist skills required. Non-technical teams can manage their own integrations.



**Easy upgrade.**  
Continuous delivery of features—automatically deployed.

## Integration

# What can you do with Hornbill?



### → Integration for business units

Hornbill connects with line-of-business apps so that teams across your organization can automate business processes.



### → Integration for IT

Out-of-the-box integrations with on-premise and cloud IT systems provides centralized visibility and control—enabling event management, task automation, and self-healing.



### → Integrations for management

Hornbill includes its own reporting and analytics capabilities, but if you have a preferred BI tool, like Power BI, it's easy to connect Hornbill as a data source.

**NHS**  
Bradford District Care  
NHS Foundation Trust

“  
Very good tool—where  
thoughts become  
automation.”

#### ✓ Asset data

Pull in asset and relationship data from all common discovery tools..

#### ✓ Ticket imports

Import historic calls, tickets, and requests from any legacy system.

#### ✓ User data imports

One-off/scheduled user data importing with LDAP, SQL, Azure, Google Workspace, and more.

#### ✓ Organizations, contacts, and docs

SQL imports of customer and supplier data.

#### ✓ License data

Import license data from 3rd party tools.

#### ✓ Chatbot integration

Hornbill integrates with chatbot/ virtual agents.

