HORNBILL
for Enterprise

IT Service Management

Joined-up ITSM, ITOM and ITAM in one cloud app

www.hornbill.com/**ITSM**

Better IT management is key to creating business value and agility

Demonstrate value and increase the flow of innovation

Hornbill IT automation lets you make better use of your people's time—shifting focus from low-value routine operations to high-value projects and innovations.

IT teams are challenged to continually create new business value with emerging technology... and quantify that value to justify a growing IT budget.

With Hornbill, every aspect of IT is tracked and managed.

With IT services, operations, and assets properly managed, you have the talent, time, and business support you need to create a future-proof, tech-driven organization.

Reduce workloads with IT automation
Stop wasting time on routine tasks that can be easily automated. Make time for people to push the digital transformation agenda.

More time

Reduce stress, burnout and talent churn
Take pressure off your IT team to make work more engaging and sustainable. Let people focus on the work they signed-up for.

More skills

Reduce downtime and improve satisfaction
Improve service resilience and restoration, boosting employee productivity—and satisfaction with the services IT provides.

More business support

Modern IT management for the modern enterprise

Hornbill's IT management technology cuts through complexity—putting the information and actions you need at your fingertips

## IT management in one cloud solution

IT Service Management

Launch, monitor, and optimize services faster with Hornbill codeless design. Create new digital service experiences for customers and employees with simple drag-and-drop technology.

IT Operations Management

Automate daily IT operations to achieve high-availability while making more time for improvements, upgrades, and new technology roll-outs.
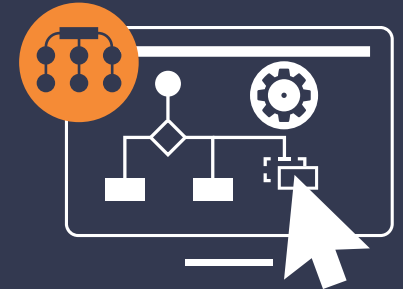
IT Asset Management

Great IT services and operations are founded on an accurate, real-time view of IT infrastructure. Automate ITAM processes like procurement to cut costs and focus on where IT spend gets ROI.

NHS
Great Ormond Street Hospital for Children
NHS Foundation Trust

"Hornbill Service Manager revolutionised ITSM at Great Ormond Street Hospital."

★★★★★

Get full visibility of your IT ecosystem

IT people get a complete and accurate view of the entire IT estate, status, and dependencies. With this service-oriented perspective, you can crush time spent on root cause analysis, and ensure plans and changes are sensitive to the needs of the organization.
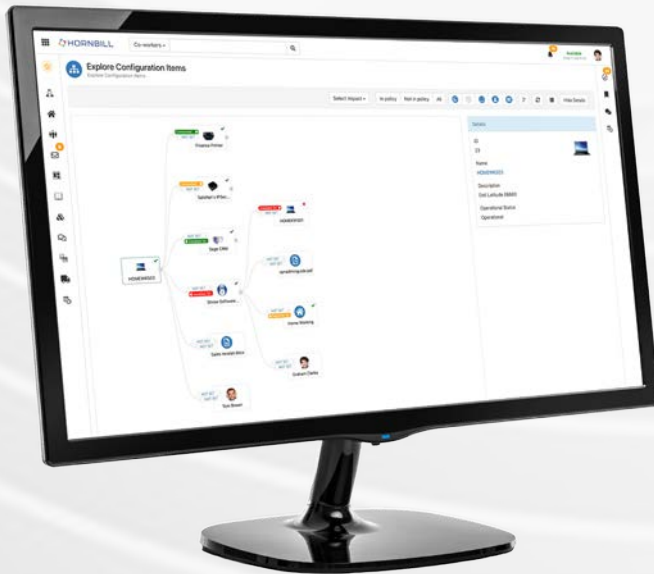
Customers and employees expect a consumer-like service experience—with instant digital access to information about the status of their issue or request. Hornbill's web portal and mobile app make it easy for customers to get updates without calling the service desk.

Full visibility for IT
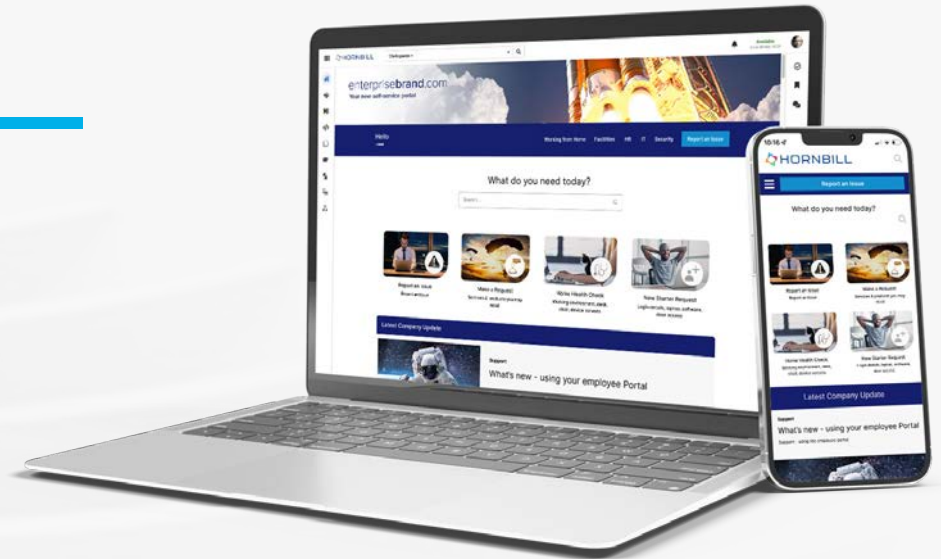
Full transparency for customers

Simple for users and technicians to use, but very powerful under the hood."
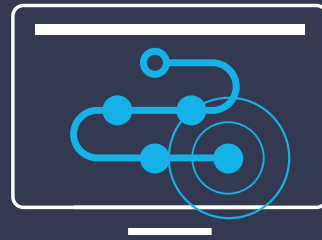
BTG

★★★★★

Save time with service automation

With IT teams struggling to find time for innovation, service automation reduces daily workloads to make more time for new technology projects

Automation is the key to hyper-agility

| Automate interaction	Automate delivery	Automate resolution

Digitalize every customer touchpoint for fast and efficient service and support experiences. With Hornbill it's easy to design fully-digital, fully-automated customer journeys. No friction. No fuss. No coding.

Hornbill is a flexible work automation platform that's 100% codeless. It's easy to automate everything from the big, cross-enterprise business processes, right down to the smallest routine tasks that take time out of an IT person's day.
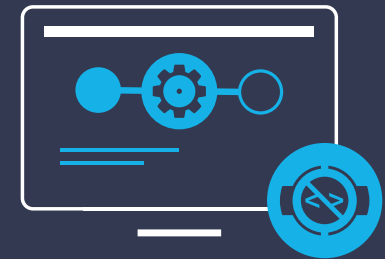
ITOM workflows let you quickly automate workloads to reduce day-to-day work. Automate everything from app provisioning to patch management to self-healing—so you can make time for strategic infrastructure projects.

Carter Jonas " The BPM automation is very good."
★★★★★

Integration is the key to IT service automation

Easy integration enables automation of tasks across systems

Automated customer interaction

Drag-and-drop workflows

Hornbill IPaaS Integrations Hub

Integration with your apps and IT systems gives you centralized, automated control of service delivery processes
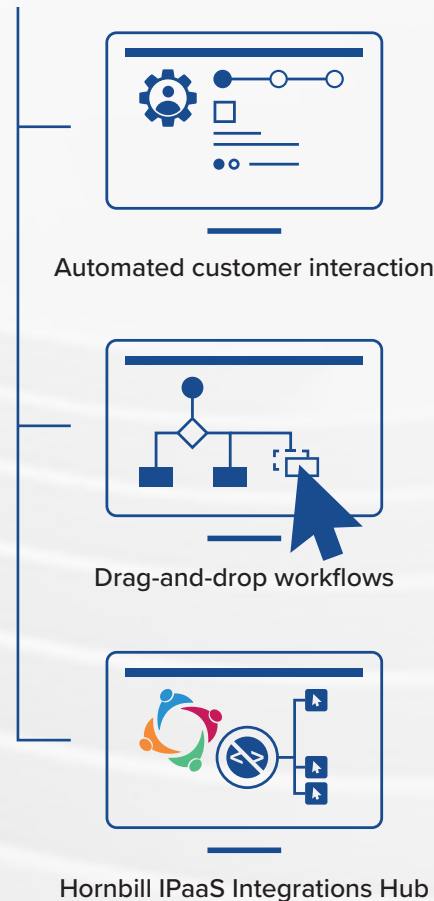
Control actions across systems for hands-free automation

✓ Codeless integrations connect Hornbill workflows to your systems

✓ 100s of ready-to-use connectors mean anyone can automate tasks

✓ Connecting Hornbill with your systems takes minutes

More integrations
Hornbill is the most integrated solution on the market.

Simplicity
100% codeless creation of services and workflows.

Management
Consolidate all your integrations in one platform.

" Hornbill automates frequent tasks allowing staff to focus on more interesting work."
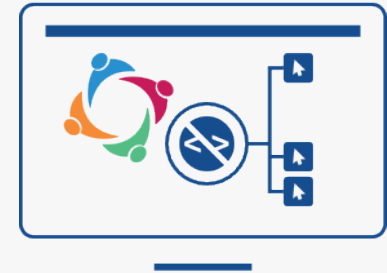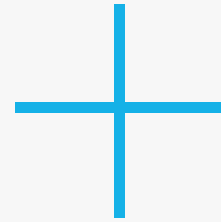
★★★★★

Service resilience

Instantly detect and resolve service disruptions and performance issues with hands-free IT automations. It's like having more pairs of hands—so you can do more with less

Detect-and-correct automations maintain high-availability

Systems monitoring

Hornbill listens to your systems to spot error conditions as they happen.

Hands-free correction

Automatic triggering of a process to fix the incident instantly—before user impact.

Infrastructure errors are automatically detected and resolved in seconds, shrinking service disruptions from minutes to seconds.

✓ While they require zero human intervention, all detect-and-correct automations are still logged as incidents to provide visibility.

 Kent Police   ESSEX POLICE

" Enterprise Service Management made easy. There's nothing it can't do for us. It's helping us to grow."

★★★★★

What you get

Enterprise class ITSM, ITOM and ITAM capabilities in one cloud solution

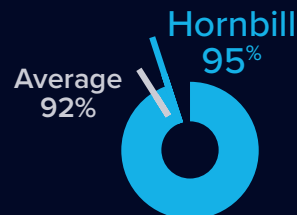Hornbill gives you the tools you need to work faster and smarter—whatever your role in IT.

Unique codeless flexibility lets you align work practices with any IT management framework—ITIL, COBIT, MOF, eTOM, TOGAF and more.

Frictionless flow of data and processes (founded on a single data model) makes it easy to bring IT people together to achieve better, faster results.
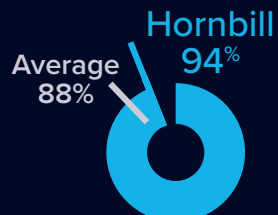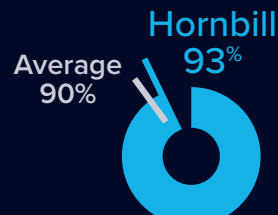
Highest Rated Features

Hornbill **97%**
Average **94%**
Ticketing system

Hornbill **95%**
Average **92%**
Help Desk

Hornbill **94%**
Average **88%**
Process Workflow
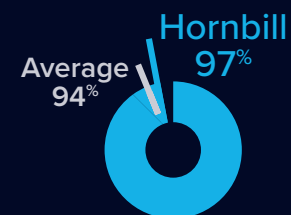
Hornbill **93%**
Average **90%**
Administration Console

User experience	Service desk	Service automation	Activity and resources	IT operations
Service catalog	**Service desk**	**Automated interaction**	**Project management**	**ITOM automation**
Self-service	**ITIL processes**	**Workflow orchestration**	**Kanban boards**	**IT asset management**
Chatbot	**Knowledge management**	**Workflow automation**	**Timesheet management**	**CMDB**
Collaboration	**Document management**	**Codeless integration**	**Governance**	**Supplier management**

Hornbill is a collaborative IT pioneer

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

Unique social IT features

Hornbill is the only service management platform with collaboration at its core. It's not a bolt-on module, it's a native part of the Hornbill service management platform.

Collaborate on anything

Everything in Hornbill is a social object. Cases, problems, projects, documents, assets, and more. They're all wrapped in social features, elevating Hornbill from system of record to system of engagement.

Boost your knowledge pool

All content is searchable, meaning you have a living knowledge base to draw from at any time to solve issues faster. Spend time solving novel problems, not wasting time reinventing the wheel.

VINCI

"Hornbill is now an essential part of our day-to-day operations."

★★★★★

We're with you every step of the way

Relax. We've done this before. Our consultants have decades of industry experience and deep best practice expertise. We're here to help you smooth out the path to ITSM success.

Service
✓ With 3X average consulting tenure, our experts know what they're doing. We'll help you workshop a clear path from where you are to where you want to go.

Experience
✓ Our 100% codeless platform means implementation happens twice as fast—measured in weeks, not months.
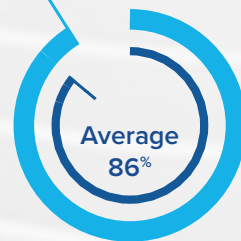
Speed
✓ To help you on your journey, we have a range of outcome-based professional service offerings. Each one is designed to quickly move you a step forward with a new capability.

Hornbill 91%
Average 86%
Quality of Support
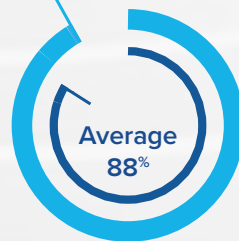
Hornbill 93%
Average 88%
Ease of Doing Business With
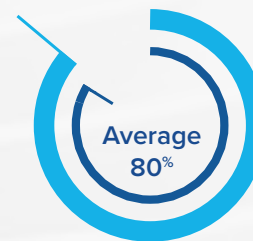
Hornbill 86%
Average 80%
Ease of Setup
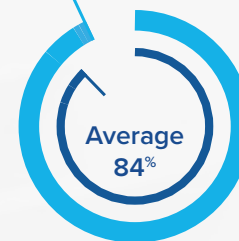
Hornbill 92%
Average 84%
Ease of Use
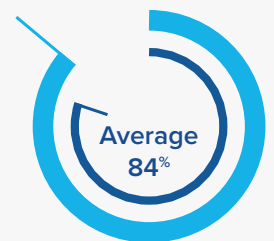
Hornbill 86%
Average 84%
Ease of Admin

" Support has, by far, set Hornbill above any other vendor that we've ever worked with."

★★★★★ 5,000 employee Healthcare organization

The path: ITSM made simple with Hornbill

Use codeless automation to quickly target and automate the high-volume workloads that keep people trapped in reactive mode. Squash your work queues, reduce the stress, and let people shift their time and energy onto high-value projects that move your IT organization forward.

1 ITSM journey workshop

We'll help you plot a path to solve your biggest business and IT problems first, prove the value, and create unstoppable momentum on your journey to mature IT service management.

2 Set up priority capabilities

Our experienced consultants will help you set up the Hornbill solution to solve your priority challenges, cover the initial scope, and drive rapid user adoption. Choose your own blend of in-house and consultancy to support your journey.
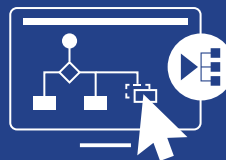
3 Push forward with your roadmap

We're here to help you get up and running fast, but also to guarantee your long-term success. We stick with our customers because service management is a journey, not a project. Expect regular check-ins, product updates, and new content to help you on your way.

Waltham Forest

" **This has been one of the most straight forward implementations of a Service Management and Business Process Platform I have ever been involved with."**

★★★★★

What's different about Hornbill?

Hornbill makes life at work better, taking the stress out of delivering a complex portfolio of services to customers and employees.

Built for everybody, Hornbill is a single platform for all the service providers in your organization, from IT to HR to Facilities, and beyond.

That's why Hornbill customers give us the highest Net Promoter Score (NPS) in the industry.

Fastest

2x faster implementation
100% codeless, template-based setup means customers are up-and-running in weeks, not months.

Fastest user adoption
Hornbill's codeless environment makes it easy for any team to self-manage a portfolio of services and automations.

Fastest innovation
We release new features every week, so you get access to the tech you need, faster.

Easiest

True SaaS simplicity
Built as a cloud solution, Hornbill has zero app management overheads—so you can focus on service excellence.

Stress-free upgrades
New features are automatically applied. No upgrade projects. No downtime. Never get stuck on an old version.

Easy to do business with
Simple pricing and flexible scaling means you can add and remove licenses as you need them.

Best

Collaborative ESM leaders
Built-in collaboration means Hornbill is a true system of engagement—connecting work with conversations and knowledge.

Most experienced consultants
3x longer industry tenure than any other enterprise vendor means we already understand your challenges and how our solutions can solve them.

Most active community
Customers, consultants, product specialists and developers participate every day in the Hornbill Customer Community.

With 700+ implementations, success is standard

Enterprise customers across the world use Hornbill to transform how they provide services to customers, employees, partners, and suppliers.

They stick with us because we make life simple for them. Hornbill is designed for quick setup, cutting the usual implementation timescale in half. Our continuous delivery model means customers get new innovations weekly. And, as a true cloud solution, updates are automatically applied. That means there are no upgrade projects to disrupt your workload.

That's why we've been recognized as a leader in Customer Relationships, Support, User Adoption and Product Direction by organizations like G2.
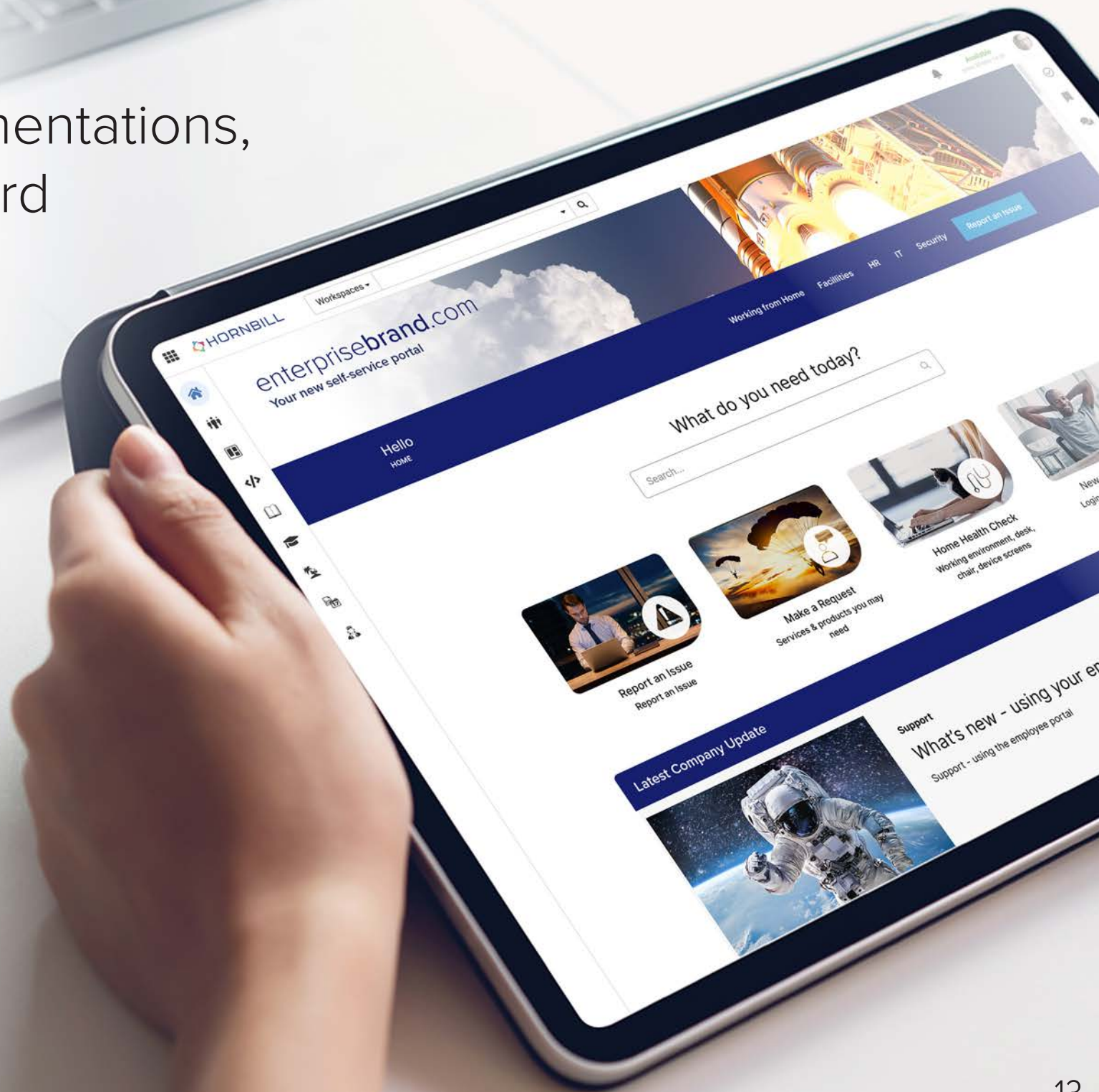
Start your ITSM journey with Hornbill

Hornbill empowers every team in your organization to be 100% self-sufficient with their own service portfolio—no reliance on IT, developers, or consultants to get things done. Codeless setup means people can create new digital service experiences (and the back-end automations that power them) in hours, not weeks—so they can respond faster to evolving needs.

If you're stuck with an old ITSM tool because the upgrade is too complex, consider this: Hornbill is driven by continuous development. Customers get new features every week, applied automatically. No upgrade projects. No downtime. No service disruption. With Hornbill you could go live with the ITSM tech you need in just 30 days from now.

More about Hornbill for ITSM, ITOM and ITAM

https://www.hornbill.com/solutions/itsm

Show me

Get a custom product demo from an experienced solutions consultant.
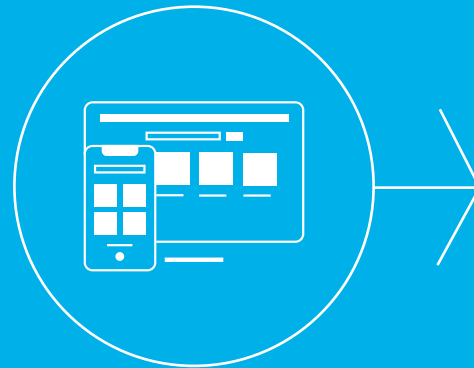
www.hornbill.com/demo-request

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