



Modern Agent Experience



A service desk system your agents will love

Digital transformation of the user experience benefits customers and service providers

Hornbill puts everything your agents need at their fingertips, making service delivery and support a quick, stressless experience.



Empowering agents

Modern interface

Kanbans

2nd line knowledge

Custom views

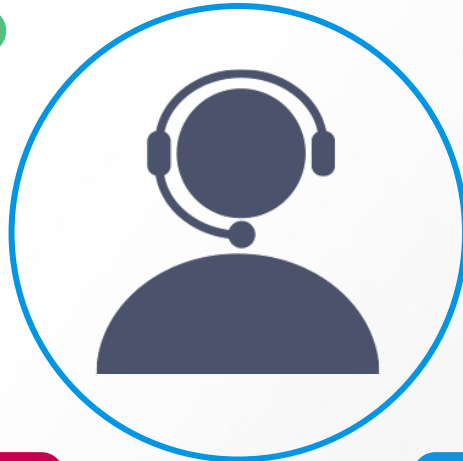
Auto-assignment

Heads-up display

Peer collaboration

Reports / dashboards

Assets / CMDB



“

The user interface is modern and appealing. There's a lot of functionality but the interface isn't crowded.”



Benefits to you

Ceo/cio benefits

- ✓ Improved agent productivity and efficiency
- ✓ Reduce downtime and lost productivity/revenue
- ✓ Reduce staff churn and improve customer satisfaction

Department director benefits

- ✓ Better employee service and support
- ✓ Higher employee productivity
- ✓ Reduced business risk

Service manager benefits

- ⬆ Customer satisfaction
- ⬇ Call volumes and call times
- ⬆ Support team productivity
- ⬇ Operational costs/cost per call

Service desk manager benefits

- ⬇ MTTR
- ⬆ Customer satisfaction
- ⬇ Stress levels
- ⬆ Service desk staff churn

“The best service desk system I've used.”
★★★★★

“It's user friendly and everything is right where it needs to be.”
★★★★★

“Self-service has taken a huge pressure off our service desk.”
★★★★★

End the firefighting

Use information, knowledge, and automation to transform your service desk



Clear, prioritised work queues

Clarity on which issues are most critical to the organization is the key to adding value by fixing what's hurting most.



Information and actions at their fingertips

Closing calls quickly relies on quick access to asset, status, and user data—and the ability to take restorative action across systems.



Omnichannel ITSM

Digital channels like self-logging divert calls from the service desk—reducing the stress on your agents (reducing staff churn).



Make life easier for your agents

Service automation and self-healing reduce calls, giving agents the time to provide great service, and capture knowledge as they go.

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“With Hornbill is most user-friendly service desk portal I’ve used. We previously had a version of ServiceNow. Hornbill has a lot of advantages over it.”



Hornbill is a collaborative service management 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.

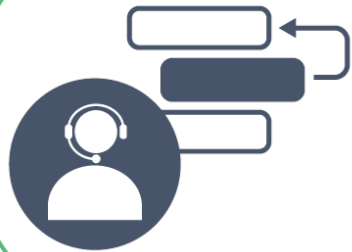
Turn your service desk around in 3 months

Kill the backlogs. Automate the workloads. Focus on pro-active improvement.

1

Kill your service desk backlog

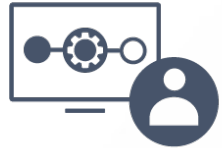
Focused on faster resolution, Hornbill will help your service desk quickly clear the backlog—and keep it clear. With fewer incidents and inbound calls, your people can work on.



2

Automate routine work to create room to improve

Creating and extending the coverage of automation significantly reduces the service desk workload. Through a combination of service delivery automation and automated self-healing, call volumes can be cut by up to 80%.



3

Focus on complex issues and improvements

With fewer interruptions, agents can focus on evolving new service desk practices and capabilities to drive tangible benefits for the organization.



It stands out from a crowd of cumbersome ITSM tools. Everything is at your fingertips. The heads-up display is a massive hit with analysts"



Get started 2X faster

How Hornbill accelerates go-live

1	2	3	4	5	6	7
						
True cloud solution means zero setup.	A suite of setup tools accelerate the whole process.	Codeless configuration is quick and easy.	100s of ready-to-use templates accelerate your implementation.	Codeless integration lets you connect systems in minutes.	Intuitive drag-and-drop setup means people can get started right now.	Our consultants have 3X tenure of other SaaS vendors.

“The ease of getting up and running makes Hornbill a definite ‘must see’ for anyone considering changing their ESM solution.”



No upgrade projects. Ever.

Hornbill approaches innovation in a different way. Continuous delivery of new features (automatically applied on a weekly basis) eliminates the concept of versions and upgrades. It's literally effortless.



No more upgrade projects



No more disruptions and loss of time



Always be on the latest version



No forced upgrade schedule



All support expertise focused on your version



How much time do our customers spend on upgrades?

Zero.

How much time are you losing every year upgrading your current service management solution?

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 customers stay with Hornbill.




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.