



Asset & Configuration



Asset data you can trust

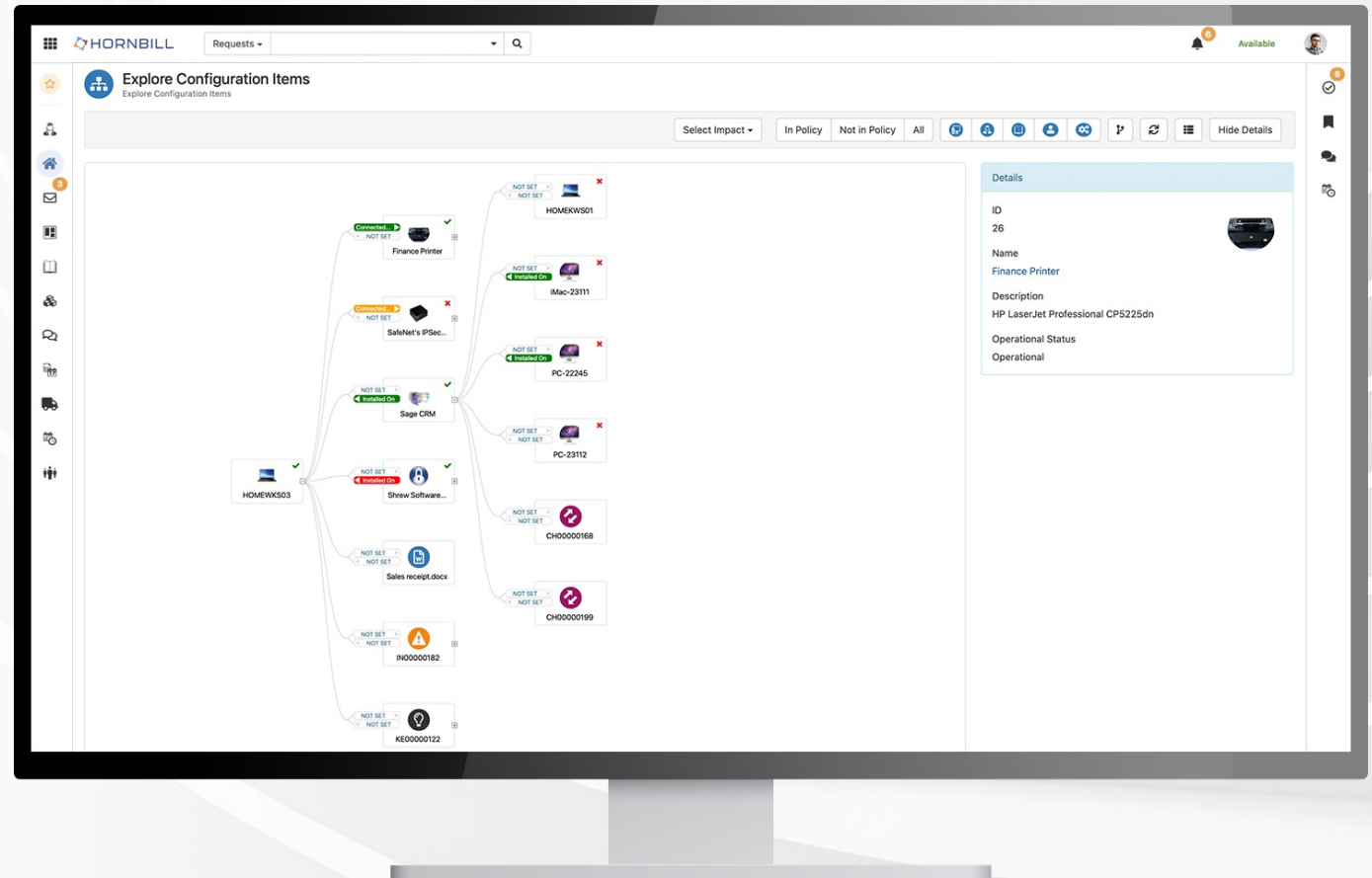
Great service management relies on complete, accurate, up-to-date data.

Hornbill gives you rich asset and configuration data—covering on-premise and cloud hardware, software, and dependencies—supporting the information needs of every IT team.

Fully-integrated into all processes, fresh data means you can be sure you're always accurate and compliant.

Visualizations cut through the complexity to make root cause analysis, change management, and security analysis a breeze

“I like the ease of administration and configuration. We are solving problems like linking-in asset management and using it as our single source of truth.”



Benefits to you

Ceo/cio benefits

- ✓ Service-oriented view of IT
- ✓ Reduce change risk
- ✓ Software compliance

Department director benefits

- ✓ Find and eliminate waste
- ✓ Pinpoint risks
- ✓ Track asset lifecycles and costs

Service manager benefits

- ⬆ Service visibility
- ⬇ Risks
- ⬆ Change agility
- ⬇ Risk impact

Service desk manager benefits

- ⬇ Call times
- ⬆ First time fixes
- ⬇ Unintended consequences
- ⬆ Root cause analysis speed

“We use Hornbill as our single source of truth.”
★★★★★

“We can see where our assets are and who has them.”
★★★★★

“We can track hardware from cradle to grave.”
★★★★★

Taming the complexity of your asset landscape



Full lifecycle management

Hornbill combines asset tracking with supporting processes to simplify management of assets from cradle to grave. From procurement to OS upgrades, security, compliance, and disposal—Hornbill reduces the workload across the board.



ITIL process integration

As one app, built on a single data model and common UI, Hornbill provides asset and configuration data to anybody who needs it to get work done—resolving incidents, investigating root causes, assessing change impact, and more.



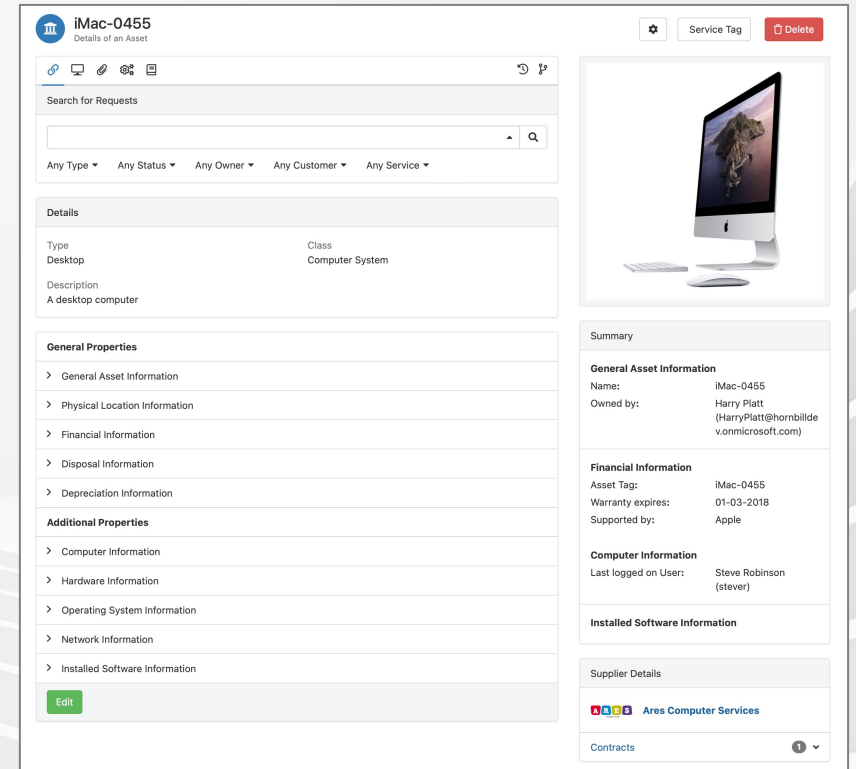
Supplier, contract, and compliance management

Extended asset management features cover supplier, contract, and compliance management—to reduce cost and risk.



Superior integration

Quick, simple connection to 100s of data sources to create a rich CMDB that supports all ITIL processes, IT teams, and management roles.



"Hornbill does a great job of reporting."



Get a single source of truth

Getting a complete view of your IT infrastructure can be easier than you think

1

Connect with your discovery tools

Hornbill connects easily with your discovery tools and external repositories—using codeless off-the-shelf connectors.



2

Hornbill cleans the data

Hornbill takes the legwork out of consolidating duplicated and messy data coming from different sources. What you get is crystal-clear information about your assets.



3

Configuration Management System

The integrated Hornbill CMS ensures the processes and mechanisms are in place to ensure ongoing integrity—so you can always rely on the data in front of you.



Hornbill has helped bridge the gap as we can now see where our assets are and who has them



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.