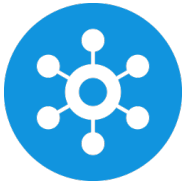# HORNBILL

Digital Experience(DX)

Instant outcomes. Delivery automatically.

Digital transformation of the user experience benefits customers and service providers

Unified service portal
Provide services, support, information and updates in one portal for all employees.

Choice of channels
Omnichannel service management presents a choice of digital and assisted options that fit the customer's need, right now.

Automation drives instant delivery
Deliver services at true digital speed—shrinking timescales from hours to seconds. Transform the experience and boost satisfaction.

SecureTrust Bank
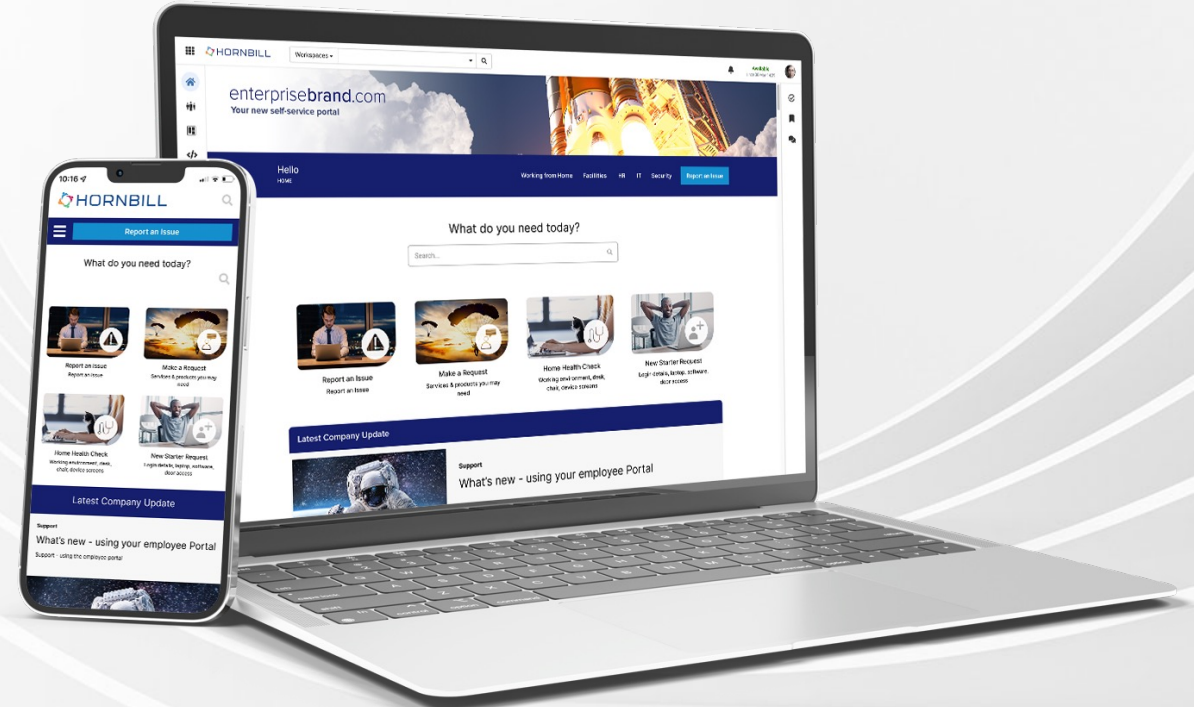
"*I've used a fair few different platforms and this is one of the best-looking ones. It's appreciated that Hornbill took time to make their interface look great.*"

★★★★★

Branded employee portal

Fit service management seamlessly into your digital landscape with a brand-aligned portal.

Self-management with codeless workflows
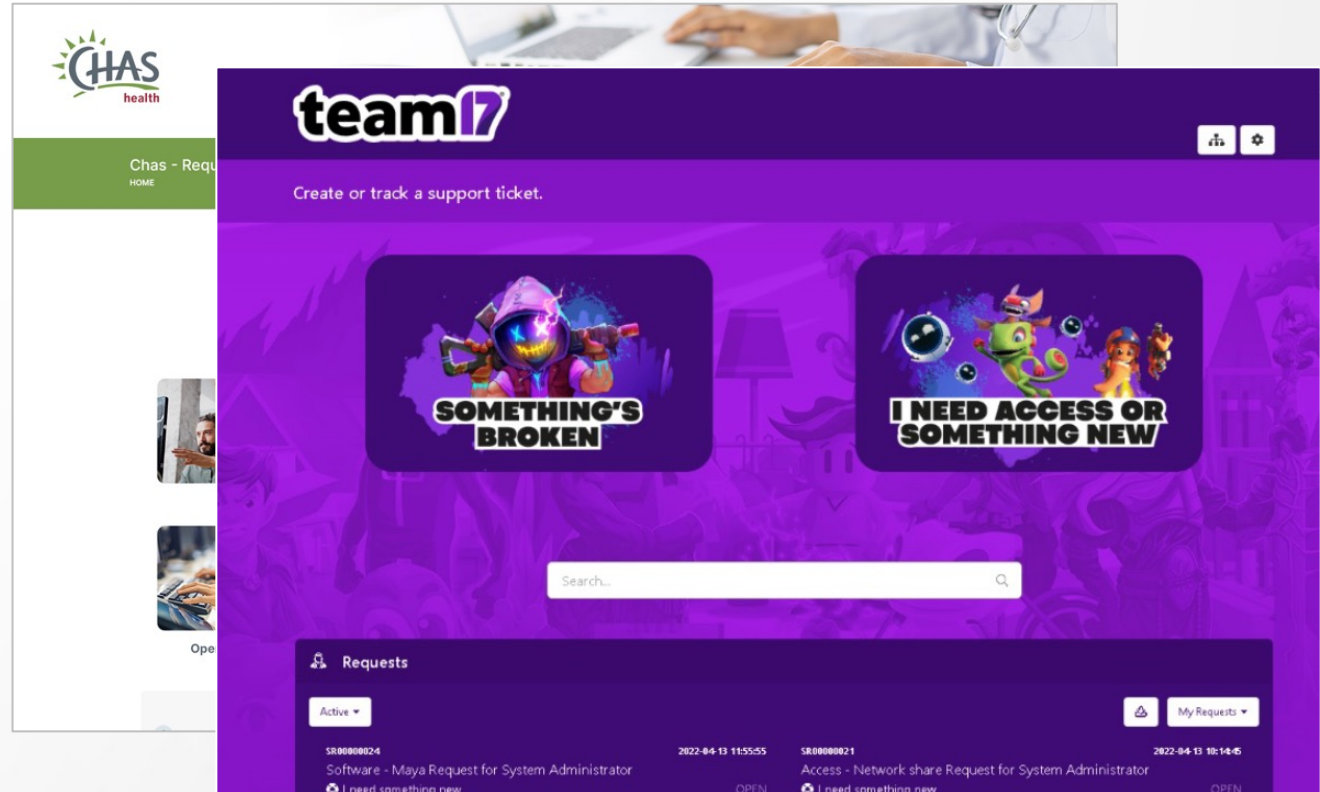Each team can publish and optimize their service portfolio

Simple employee experience
Replace multiple portals, mailboxes, and phone numbers with one portal and one number.

Accelerate service excellence
A unified digital service ecosystem means visibility over performance and weaknesses to be fixed.

Benefits to you

Ceo/cio benefits

- ✓ Improve the employee experience and boost productivity
- ✓ Enhance staff engagement and retention
- ✓ Switch service teams' focus to projects and innovations

Department director benefits

- ✓ Automate interaction with service customers
- ✓ Redirect resources from daily operations onto projects
- ✓ Achieve your transformation goals faster

Service manager benefits

- ⬆ Service experience
- ⬇ Call volumes
- ⬆ Service team productivity
- ⬇ Operational costs

Service desk manager benefits

- ⬇ Call volumes
- ⬆ Customer satisfaction
- ⬇ Stress levels
- ⬆ Project support capacity

90%

Divert 90% of inbound calls to digital channels

"Little or no training is needed. Customers are up and running in minutes."
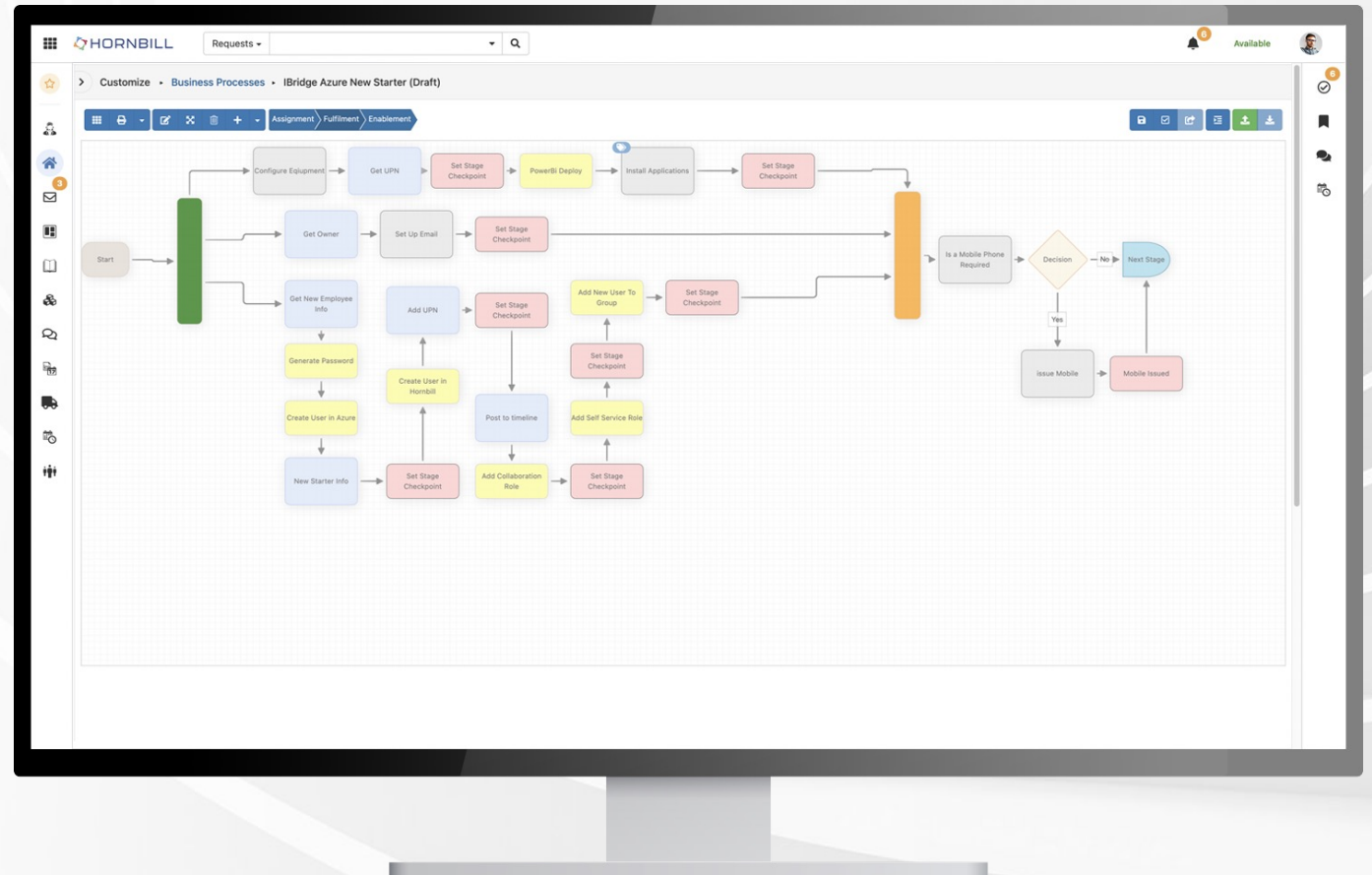
★★★★★

Enabling tech:

Design digital customer experiences

Create digital customer experiences fast with drag-and-drop workflows. Thread together customer interactions and automated execution steps to create clear, manageable journeys. Dynamic experience customization means customers always get what they want.
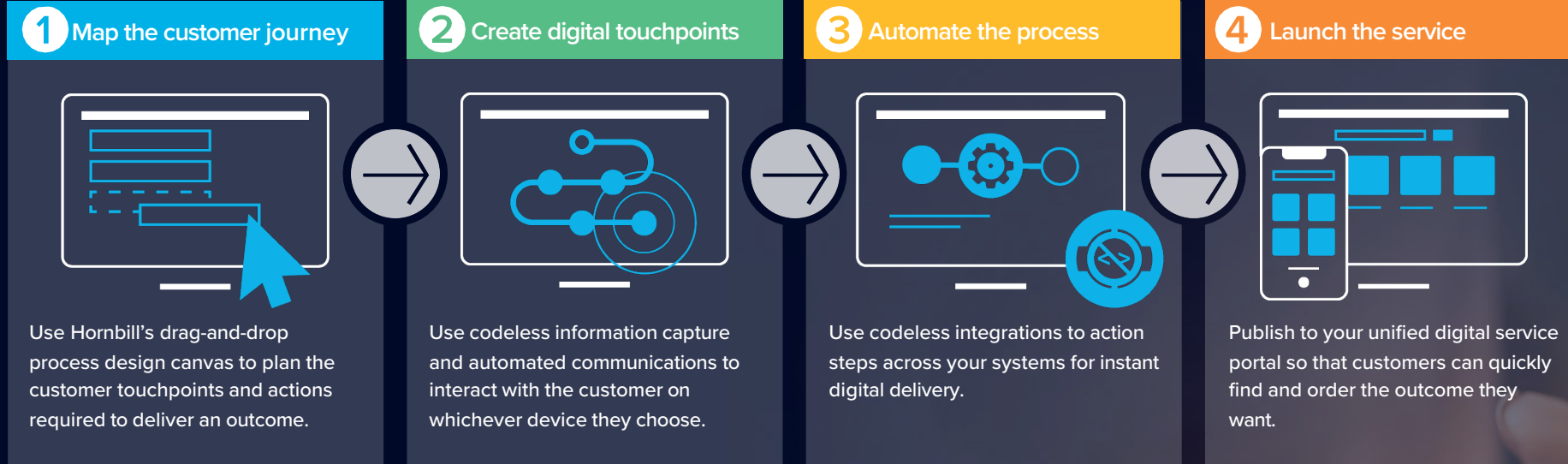
Simple integration connectors put 1000+ actions at your fingertips—letting you orchestrate and automate business processes across all your systems.

UNIVERSITY OF PORTSMOUTH

"*The service designer allows any team to take control of their service delivery processes and automate tasks to deliver service faster and more efficiently.*"

★★★★★

Launching new digital service experiences is easy

① Map the customer journey

Use Hornbill's drag-and-drop process design canvas to plan the customer touchpoints and actions required to deliver an outcome.

② Create digital touchpoints

Use codeless information capture and automated communications to interact with the customer on whichever device they choose.

③ Automate the process

Use codeless integrations to action steps across your systems for instant digital delivery.

④ Launch the service

Publish to your unified digital service portal so that customers can quickly find and order the outcome they want.

✅ Hornbill has the highest cross-enterprise user adoption rate of any ESM solution
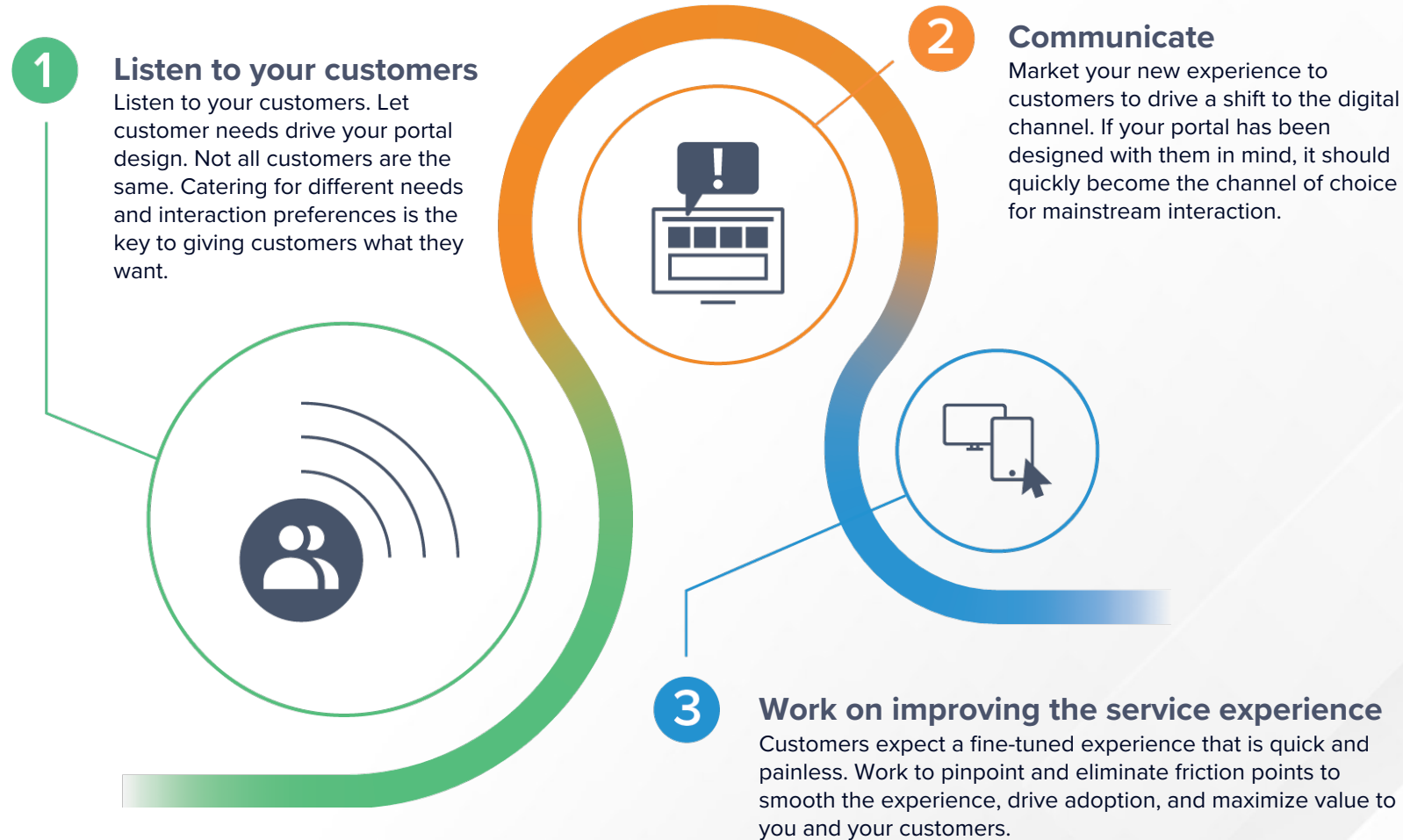
Waltham Forest

"*This has been one of the most straight forward implementations of a Service Management and Business Process Platform I have ever been involved with. The intuitive interface really has helped our end users adopt the new service without any training.*"

★★★★★

Create compelling digital experiences

You need a flexible service management platform that enables rapid iteration

1 **Listen to your customers**
Listen to your customers. Let customer needs drive your portal design. Not all customers are the same. Catering for different needs and interaction preferences is the key to giving customers what they want.

2 **Communicate**
Market your new experience to customers to drive a shift to the digital channel. If your portal has been designed with them in mind, it should quickly become the channel of choice for mainstream interaction.

3 **Work on improving the service experience**
Customers expect a fine-tuned experience that is quick and painless. Work to pinpoint and eliminate friction points to smooth the experience, drive adoption, and maximize value to you and your customers.

Financial Ombudsman Service

"*Hornbill makes life a lot easier!*"

★★★★★

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?

" *Regular updates and new features keeps the solution in tip-top shape.*"

★★★★★

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.

G2 Leader Enterprise WINTER 2023

Capterra SHORTLIST 2022

Capterra 4.7

GetApp CATEGORY LEADERS 2022

GetApp USER REVIEWS

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.

Check out our integrations store

1000+ ready-to-use connectors let you take actions across systems—without coding.