



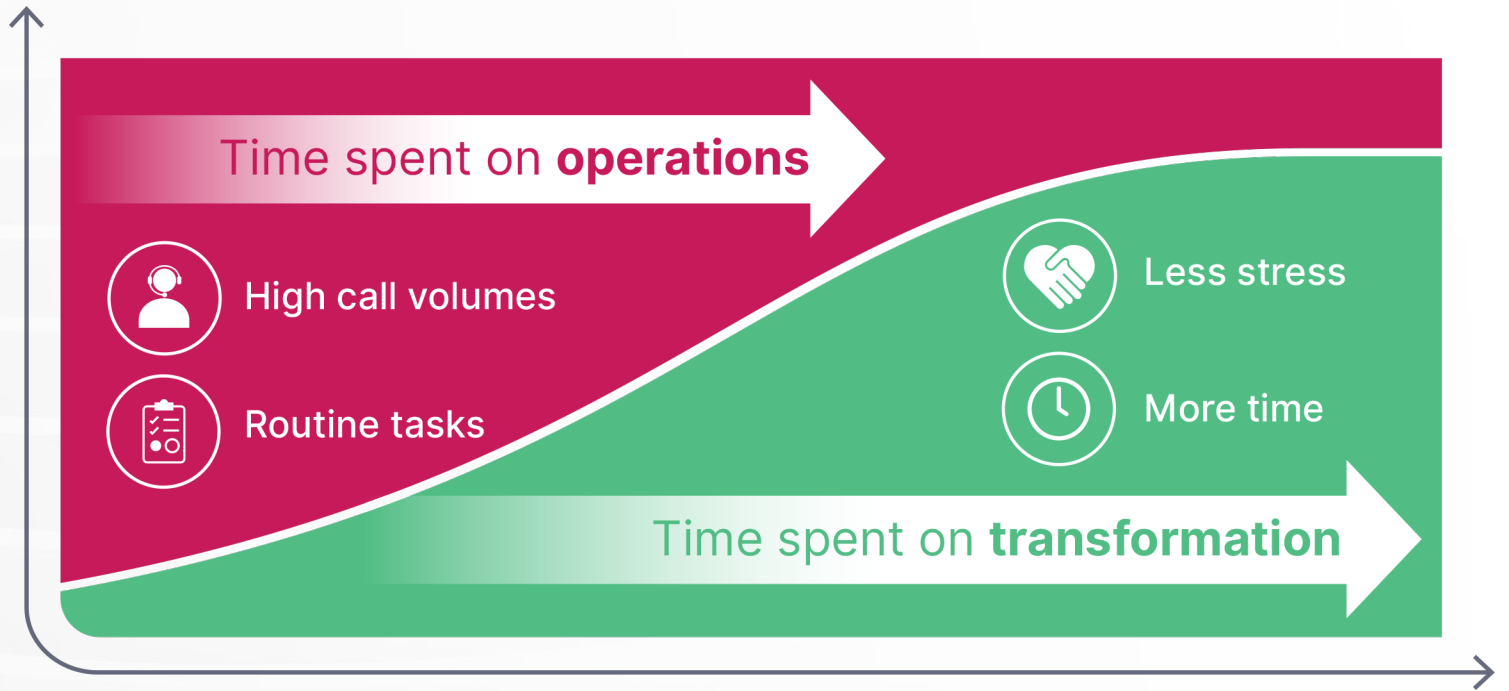
# IT Automation



# 10X IT productivity

Automate routine tasks to shift focus from operations to innovation

- Crush routine IT workloads
- Eliminate the backlogs
- Slash MTTR
- Achieve high availability
- Reduce stress and staff burnout
- Automate service delivery
- Make time for innovation
- Turn IT into a business value powerhouse

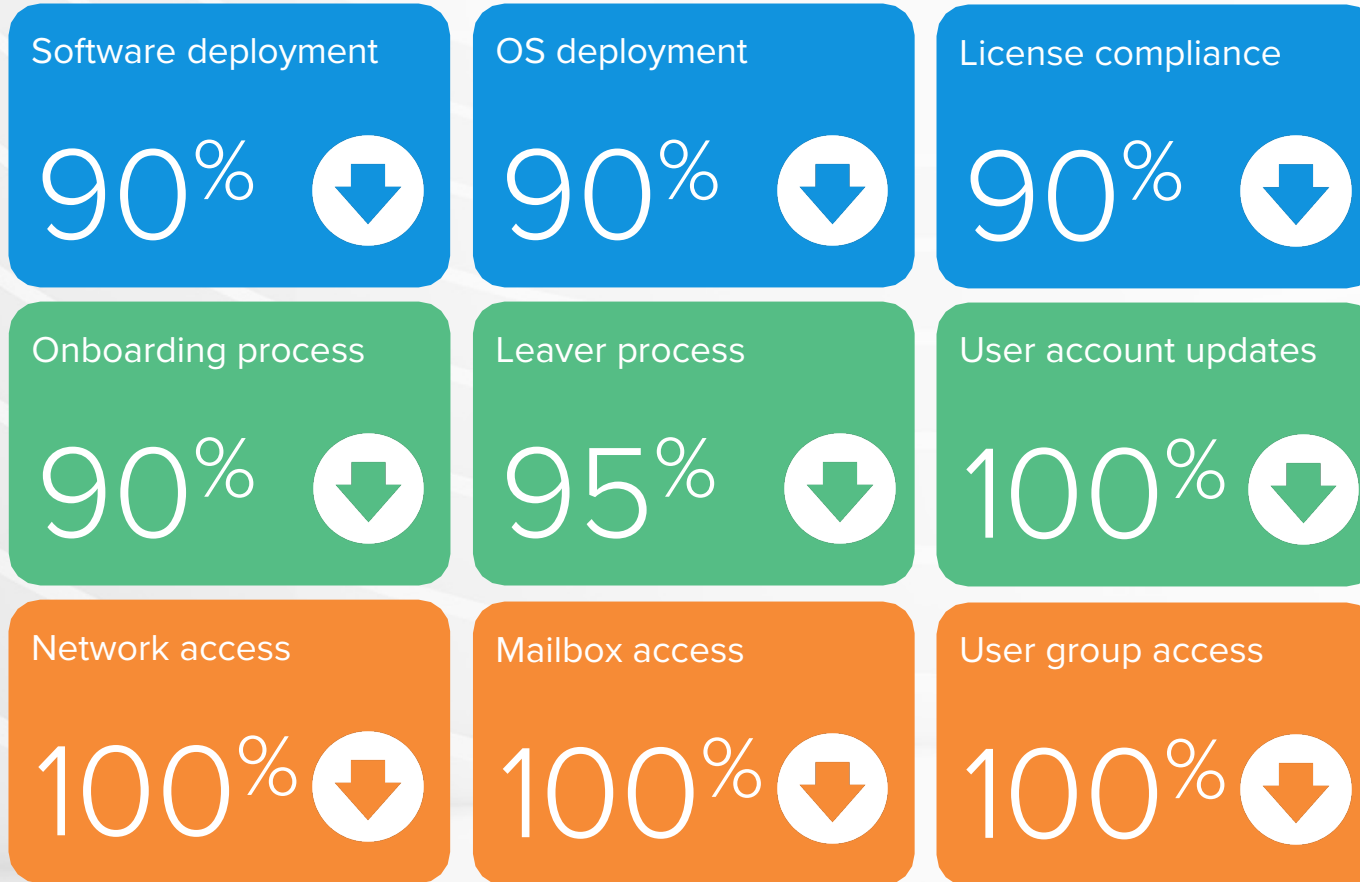


*We reduced IT workload by 66%, cut manual tickets by 40%, and improved customer satisfaction by 15%—in just five months.”*



# 500+ hours saved in the first 90 days

Codeless automation, quickly shrinks time spent on routine workloads



BTG

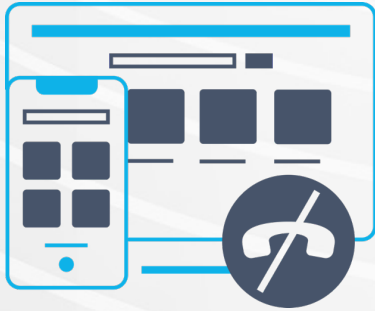


*We're saving thousands of hours each year by automating low-value interactions that IT no longer needs to touch."*



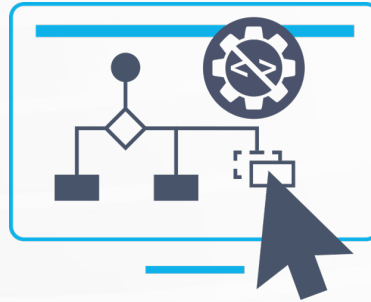
# Automation is the key to business hyper-agility

Automate routine IT work. Make time for innovations Drive your organization forward



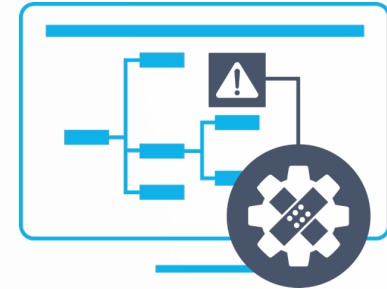
## Hands-free interaction

Automated customer touchpoints to reduce inbound calls by up to 90%.



## Full service automation

Automated digital service delivery with codeless control over actions across systems.



## Instant self-healing

Connect error conditions with automated resolutions to solve issues once and for all.

**Stop** doing work you shouldn't be doing manually. **Focus** on new tech projects that make a difference.

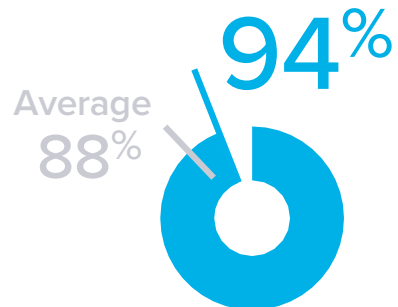
# Enabling tech:

## Simple integration

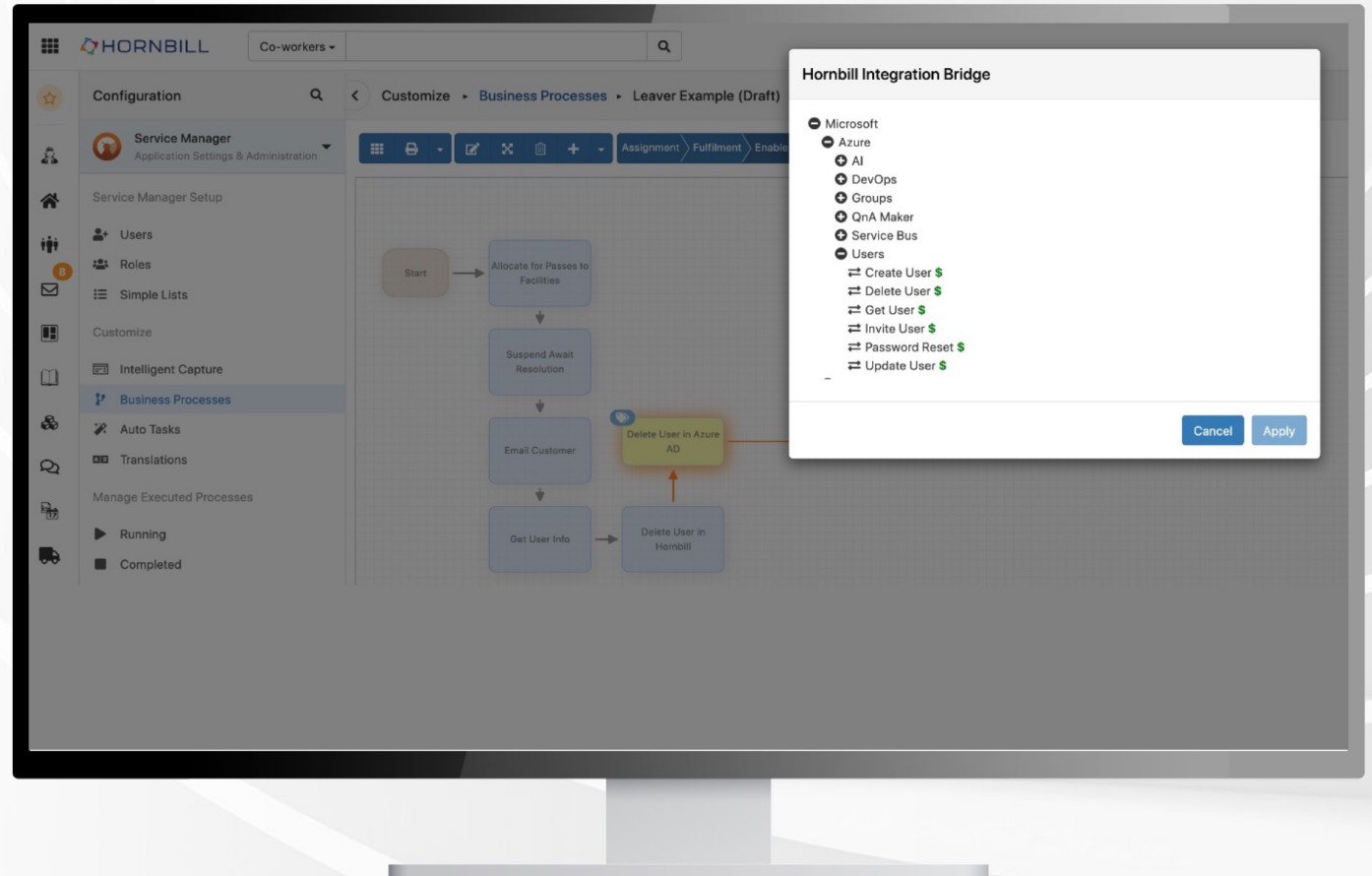
Hornbill's powerful business process engine, combined with 1000+ ready-to-go integrations enables new kinds of automation—spanning on-premise and cloud systems.

Simple integration connectors put actions at your fingertips—letting you orchestrate and automate IT processes across all your systems.

## Customers rate us higher

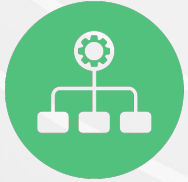


Process Workflow



# Automation made simple

While your IT team is bogged down with manual workloads, IT will struggle to lead the digital agenda. Hornbill sets you free to create the new future of your organization.



## Service management and operations management in one cloud app

IT process and service automation relies on integration. Hornbill has one data model and one integrations hub—making it easy to automate an extensive variety of work.



## Manage your automation portfolio

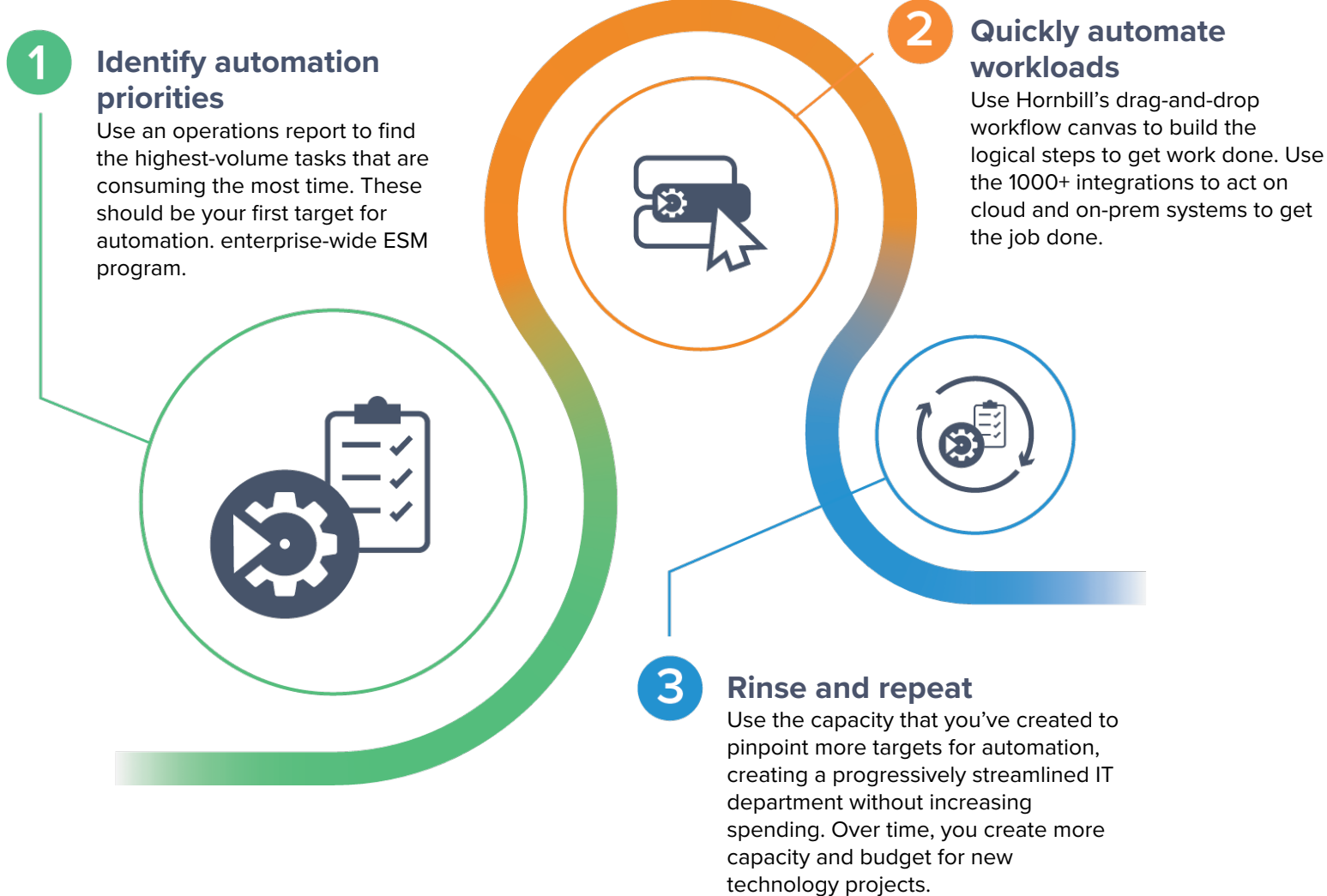
By centralizing automation in one place, you can apply a managed approach, avoid automation sprawl, and eliminate the problems associated with a siloed approach.



## Extreme flexibility

In a changing technology landscape, components change quickly. With Hornbill, automations can be adapted in minutes, ensuring your automation portfolio remains fresh—and IT workloads only ever go down.

# Helping you on your ESM journey



With Hornbill you can automate work almost as fast as you can do the work—in minutes, not days.



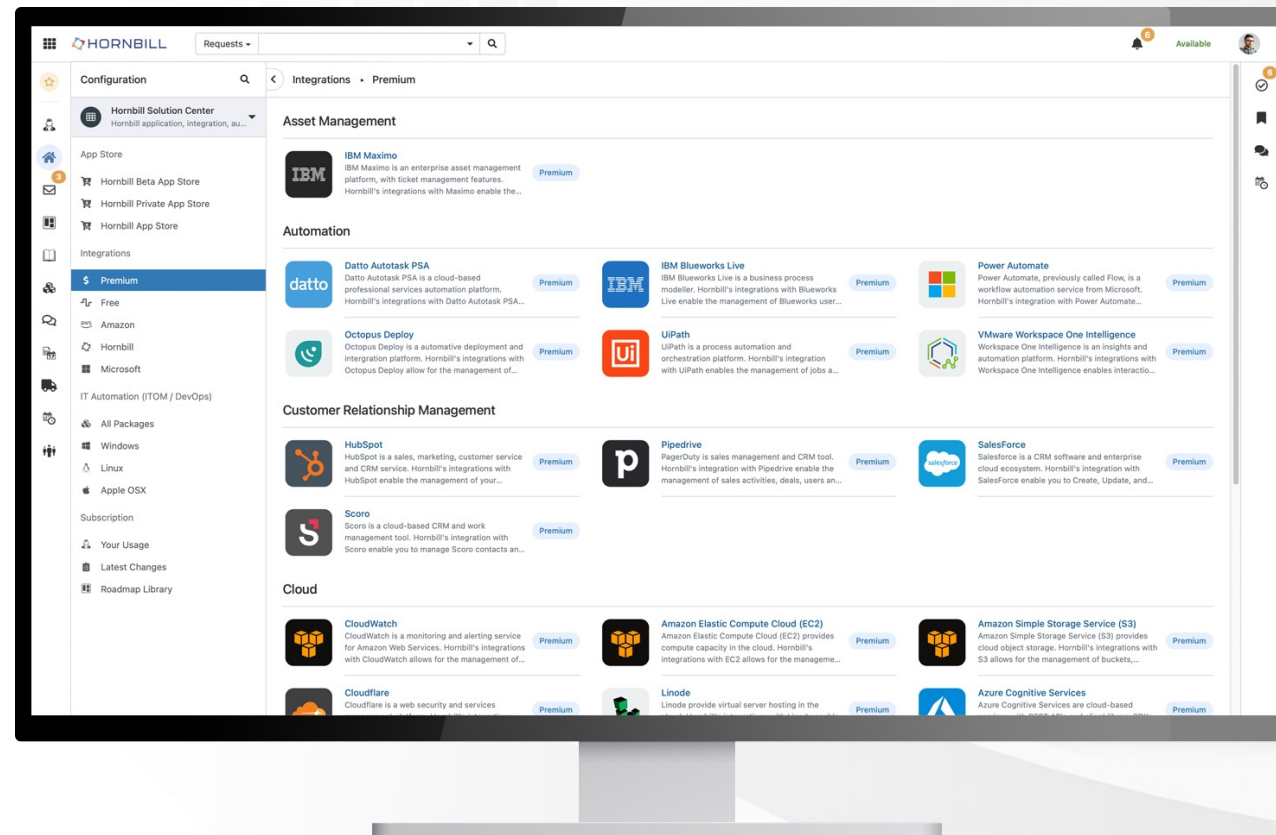
“There’s nothing we’ve found that it can’t do for us...it’s helping us to grow.”





# Check out our integrations store

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










# Get started 2X faster

We've made implementation quick and easy

Our goal is to get you quantifiable gains in days—not weeks. We optimize a set of tools to accelerate the implementation process and make life easier for you.

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.

*“We’re saving thousands of hours each year by automating low-value interactions that IT no longer needs to touch.”*



# 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.**




## 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.