



Implementation & Beyond



Guiding you on your ESM journey

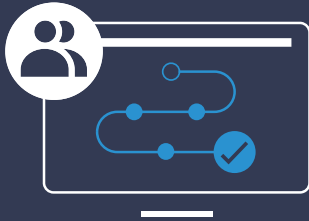
We're with you every step of the way



The implementation, training, and support teams are enthusiastic and helpful."



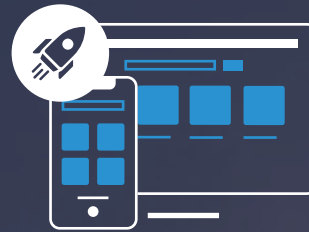
1



Create your roadmap

Our consultants will help you to plot a clear path that provides value on day one and a solid foundation for rapid expansion.

2



2x faster setup

Our 100% codeless platform means we implement 2X faster than other vendors.

3



Drive expansion across your organisation

Our maturation services map out a clear path to enterprise-wide adoption of digital interaction and automated workflows.

4



Optimization

Our specialists will help you assess maturity and give guidance on improving your current capabilities, and developing new ones.

You're in safe hands

Relax, we've done this before

700+

Service Management
Projects Delivered



Best Support for
Enterprise



Best Relationship for
Enterprise



Highest User Adoption
for Enterprise

Our consultants have

x3

The average tenure
and rising for SaaS
leader



Pan sector enterprise
experience – blue light, local
government, Not for Profit
and commercial sectors.

Our methodology designs
around each client, with a
customer journey that
delivers aligned business
value and does not stop at
implementation.

We engage our consultants
at the beginning of the sales
process to zero in on
aligning to your business
challenges, evolving
functional requirements to a
guided transformation
journey.



*"The ease of personalising the
business processes and
progressive captures to fit with the
business area means
implementation is straight forward."*



*"During the implementation stage
we had regular meetings with
Hornbill, almost daily for the 4 week
on-boarding period."*



Support packages

Our support team is here to ensure your experience is as smooth as possible. With 20+ years experience of delivering practical solutions, we understand what excellent service means. Our support is as flexible as our products. As Hornbill is so easy to use, we believe that paying for support should be optional. Should you feel that you need assistance, there are options available.

Essential

Success Plan Included in your subscription

- ✓ Critical Availability Support - 24 × 7 assistance via online reporting for critical service availability issues only
- ✓ Access to Hornbill Community Forums
- ✓ Access to Hornbill knowledge resources
- ✓ 3 named contacts
- ✓ Access to open-source integration tools
- ✓ Access to Hornbill APIs

[Learn More](#)

Most popular

Premier

Everything in Essential +

- ✓ Formal Application Support with Defined Service Levels
- ✓ Defined Service Levels
- ✓ Up to 5 named contacts
- ✓ Dedicated Success Team
- ✓ Quarterly service delivery review
- ✓ Priority Incident report
- ✓ 10 hours of Expert Services
- ✓ Multi-instance support
- ✓ Enhance your plan with further Expert Services hours at preferential rates

[Learn More](#)

Concierge Custom

Everything in Premier plus any combination of...

- ✓ Customer Success Manager
- ✓ Dedicated Product Specialist
- ✓ Weekly service delivery review
- ✓ Quarterly Success reviews
- ✓ Pre-Paid Expert Service Days
- ✓ Additional Named Supported Contacts
- ✓ Development escalation priority
- ✓ General Administration
- ✓ Enhance your plan with further Expert Services hours at preferential rates

[Learn More](#)

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.”



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.

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?