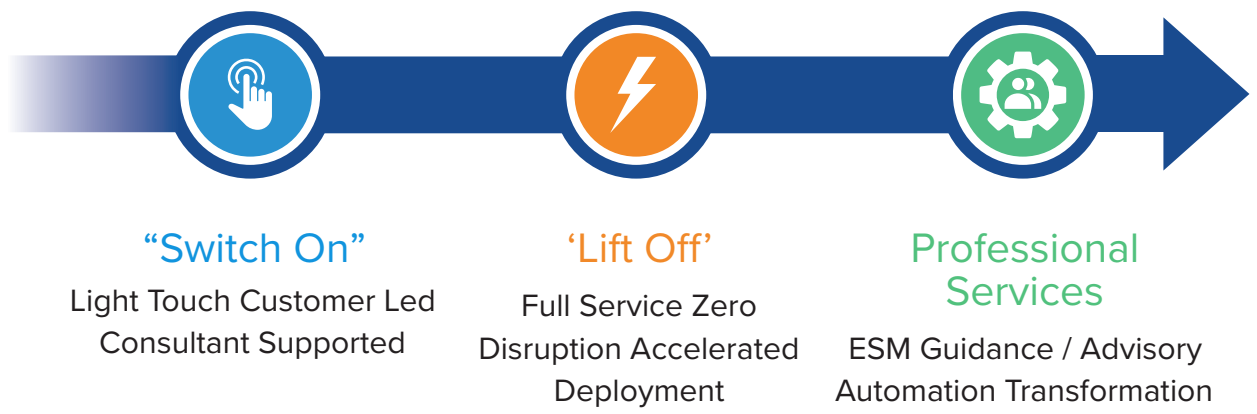



Implementation Excellence

<p>700+ Service Management Projects Delivered</p>	<p>+80 our NPS is the highest in the industry</p>	<p>#1 We are the #1 European Vendor in three Enterprise Markets</p>
<p> Best Support for Enterprise</p>	<p> Highest User Adoption for Enterprise</p>	<p> Best Relationship for Enterprise</p>
<p>Our implementation times are 50% faster than other G2 Enterprise Leaders</p>	<p>No reliance on 3rd party consultants - we implement in-house</p>	<p>Our consultants have x3 the average tenure and rising for a SaaS leader</p>
<p> Pan sector enterprise experience – blue light, local government, Not for Profit and commercial sectors.</p>	<p>Our methodology designs around each client, with a customer journey that delivers aligned business value and does not stop at implementation.</p>	<p>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.</p>


Implementation Journey






“ Hornbill Service Manager has allowed us to take our years of ITSM experience and apply it across the business. We now have our facilities team using service management best practice to run their day to day business and shortly Finance and HR services will also go live. The ease of personalising the business processes and progressive captures to fit with the business area means implementation is straight forward.”

Steph Gill, Kent and Essex Police



“ The implementation/training and support teams are enthusiastic and helpful. Software has boundless functionality & configurability. End user & analyst navigation is simple and straightforward. Active user community. Price locking allows us to level load our annual budget”

Kevin Kennedy, NN Inc



“ During the implementation stage we have regular meetings with Hornbill, almost daily for the 4 week on-boarding period. We have completed our 4 weeks but we are still receiving continued support and assistance when needed. Personally I’ve had numerous calls with several members of the Hornbill Team and their subject matter experts and they have all been extremely helpful and understanding. As well as the Teams support the Hornbill FAQ’s and Forums are a fantastic resource.”

Carl Askey, Greater Manchester Fire & Rescue Service