HORNBILL

Reporting
& Analytics
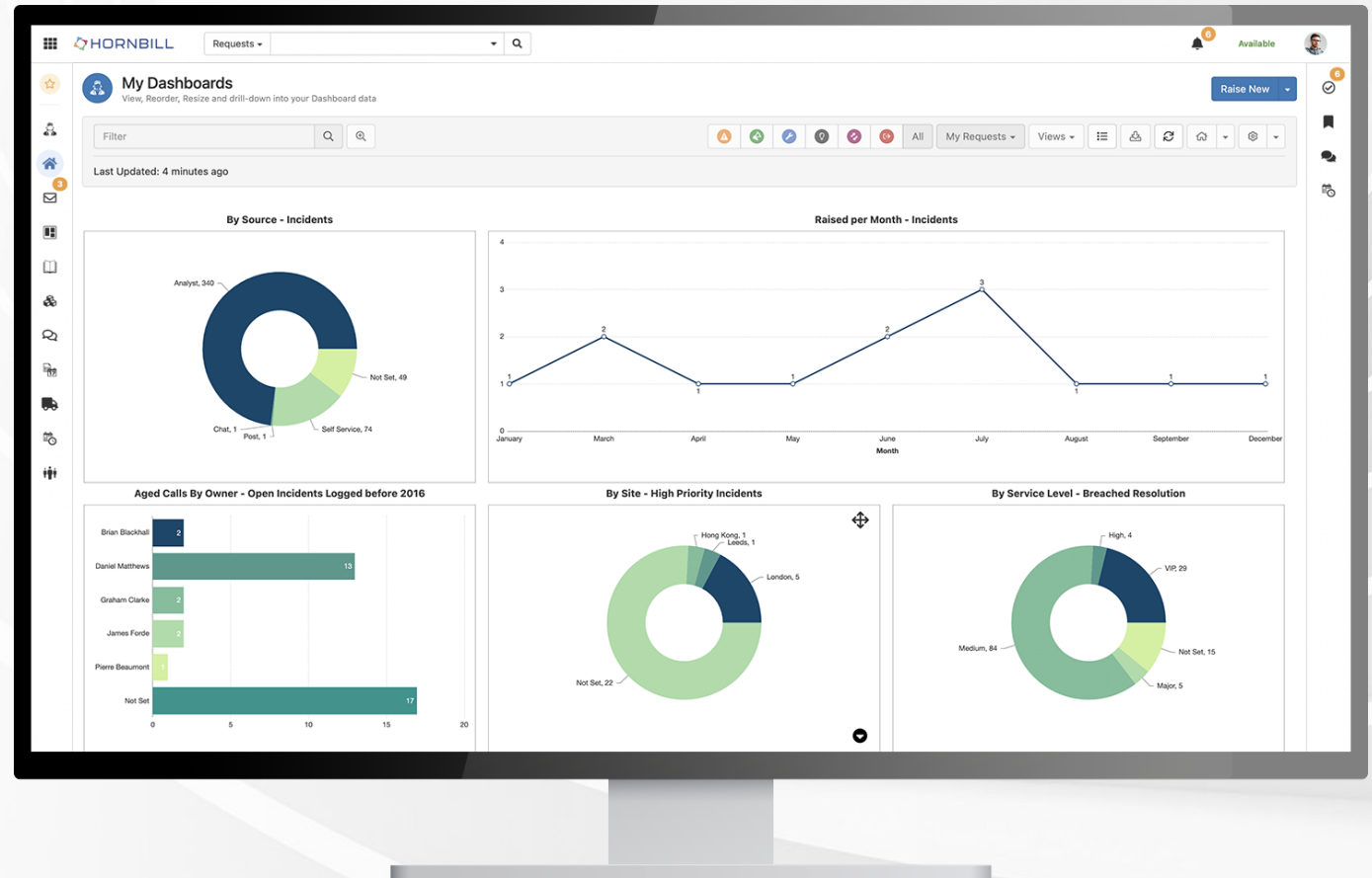
Visibility over performance from every angle

Hornbill is your eyes and ears.

Visibility is everything; knowing what's happening and what happens next is the key to world-class performance.

Clarity requires a combination of asset, status, operations, and interaction data with easy-to-use reporting and analytics.

The result is better visibility of past, present, and future—meaning better decisions.

As a service manager, I love the KPI reporting and dashboards."

★★★★★

Benefits to you

Ceo/cio benefits
- ✓ Clear visibility of spend and performance
- ✓ Accurate steering of strategy and investment
- ✓ Detailed service economics

Department director benefits
- ✓ Quantify cost of service
- ✓ Pinpoint waste
- ✓ Focus on value

Service manager benefits
- ⬆ Visibility of supply and demand downtime
- ⬇ Costs
- ⬆ Budget accuracy
- ⬇ Risk impact

Service desk manager benefits
- ⬇ Drive down cost per call
- ⬇ Measure and boost value
- ⬇ Reduce budget waste
- ⬆ Decision confidence

> *I love the dashboards."*
> ★★★★★

> *I can create live charts that are very useful when managing my team."*
> ★★★★★

> *Pulling metric information takes seconds.."*
> ★★★★★

Simple, fast clarity.

One data model for codeless reporting
One app means one rich data plain, spanning service management and ITOM—assets, status, teams, operations, events, interactions, and financials.

Dashboards
Visual, personalizable dashboards give you instant insight, based on up-to-the-minute data.
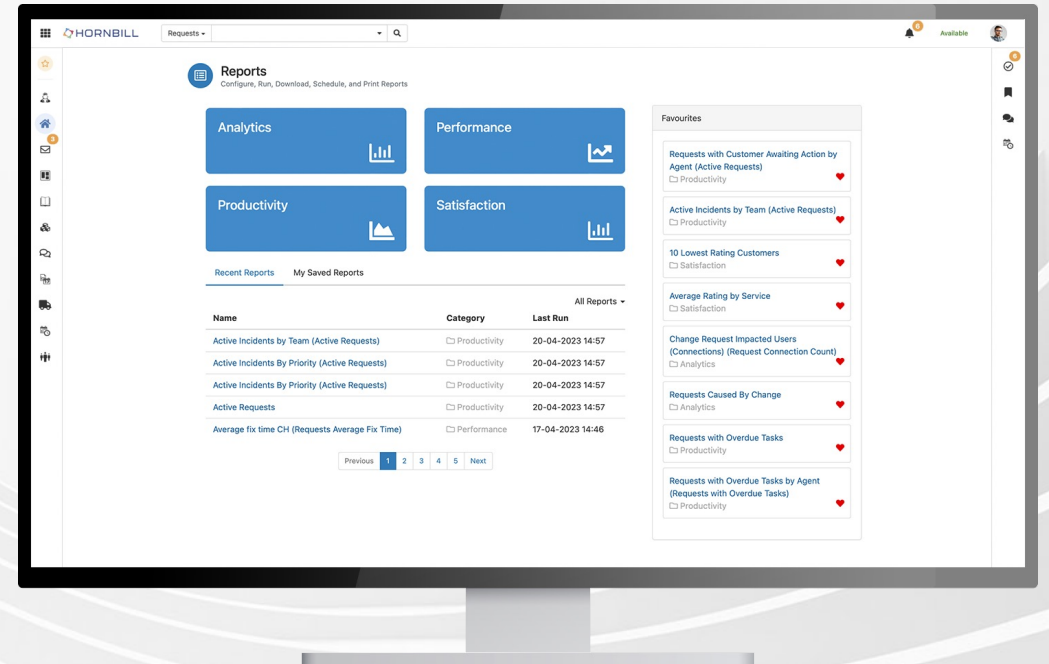
Works with your own BI tool
Simple integration with tools like PowerBI gives you extended depth of insight into every aspect of your service ecosystem.

Advanced analytics
Trend analysis gives you a forward view to complement current status and rear-view reports.

Leica
MICROSYSTEMS

Hornbill does a great job of reporting, especially the personal dashboards."
★★★★★

Getting full visibility is simple

Kill the backlogs. Automate the workloads. Focus on pro-active improvement.

1

One app means simpler reporting

Customers come to us to avoid the complexity of reporting across framework systems built from many modules and data models. Hornbill's single data model makes reporting simple.

2

Evolve your reporting capabilities

Hornbill ships with an extensive set of standard reports which give you an initial view over operations and performance. These can be adapted in minutes as your needs evolve. No need for technical consultants.

3

Establish continual improvement in all areas

With better visibility in place, Hornbill makes it easy to take actions based on what reports are telling you. With technical barriers removed, rapid improvement becomes the norm.

CROWN
Brand-Building Packaging™

"*It stands out from a crowd of cumbersome ITSM tools. Everything is at your fingertips.*"

★★★★★

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.