



Enterprise Workflow



Boost productivity in every team

Let people across your organization automate their own workloads for 10x efficiency



**Drag and drop
workflow design**



**Simple integration
connectors**



**Democratization of
automation**

Hornbill puts codeless digitalization and automation of work into the hands of every team.

Let the people who do the work automate the work, so they can shift focus to more important tasks. Meanwhile, management keep visibility of performance and compliance.

Landmark
INFORMATION



*Hornbill Service
Manager has
expanded our
horizons for
what is possible with
automation.”*



Benefits to you

Ceo/cio benefits

- ✓ Grass-roots transformation that has its own momentum
- ✓ Transform team productivity, creating 20%-80% extra capacity
- ✓ Get business transformation projects done faster

Department director benefits

- ✓ Automate high-volume, routine tasks
- ✓ Improve work, reduce staff churn
- ✓ More engaged employees mean better customer service

Service manager benefits

- ⬆ Service team productivity
- ⬇ Work queue size
- ⬆ Service experience
- ⬇ Operational costs

Service desk manager benefits

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

“Hornbill's BPM Technology with Automation is exactly what we need.”
★★★★★

Democratizing workflow automation

Empower every team to automate routine work and elevate focus to the big projects.



No barriers to automation

Simplicity is the key to adoption of enterprise automation. That's why Hornbill empowers teams with completely codeless creation and management of the services, workflows, and forms they need to run get more work done, faster.



One portal for all services

By connecting automated service delivery to a service portal, services become hands-free for the service provider. Service consumers can request and get the outcomes they need, without human interaction. End-to-end delivery automation changes what work looks like for your teams.



Transform work to accelerate transformation

With routine interaction and delivery of outcomes looked after by automation, teams are free to focus on executing new projects—creating a virtuous cycle of rapid transformation that gives you a business edge.

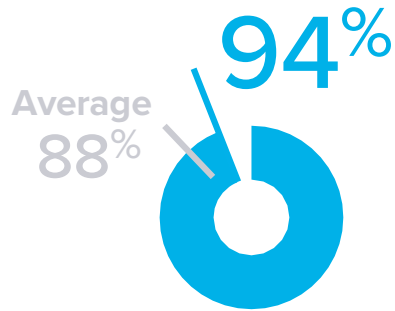
Enabling tech:

Codeless workflow automation

Create automated processes in minutes. Each one can save 1000s of hours each year.

Simple integration connectors put 1000+ actions at your fingertips—letting you orchestrate and automate business processes that run across all your systems.

Customers rate us higher

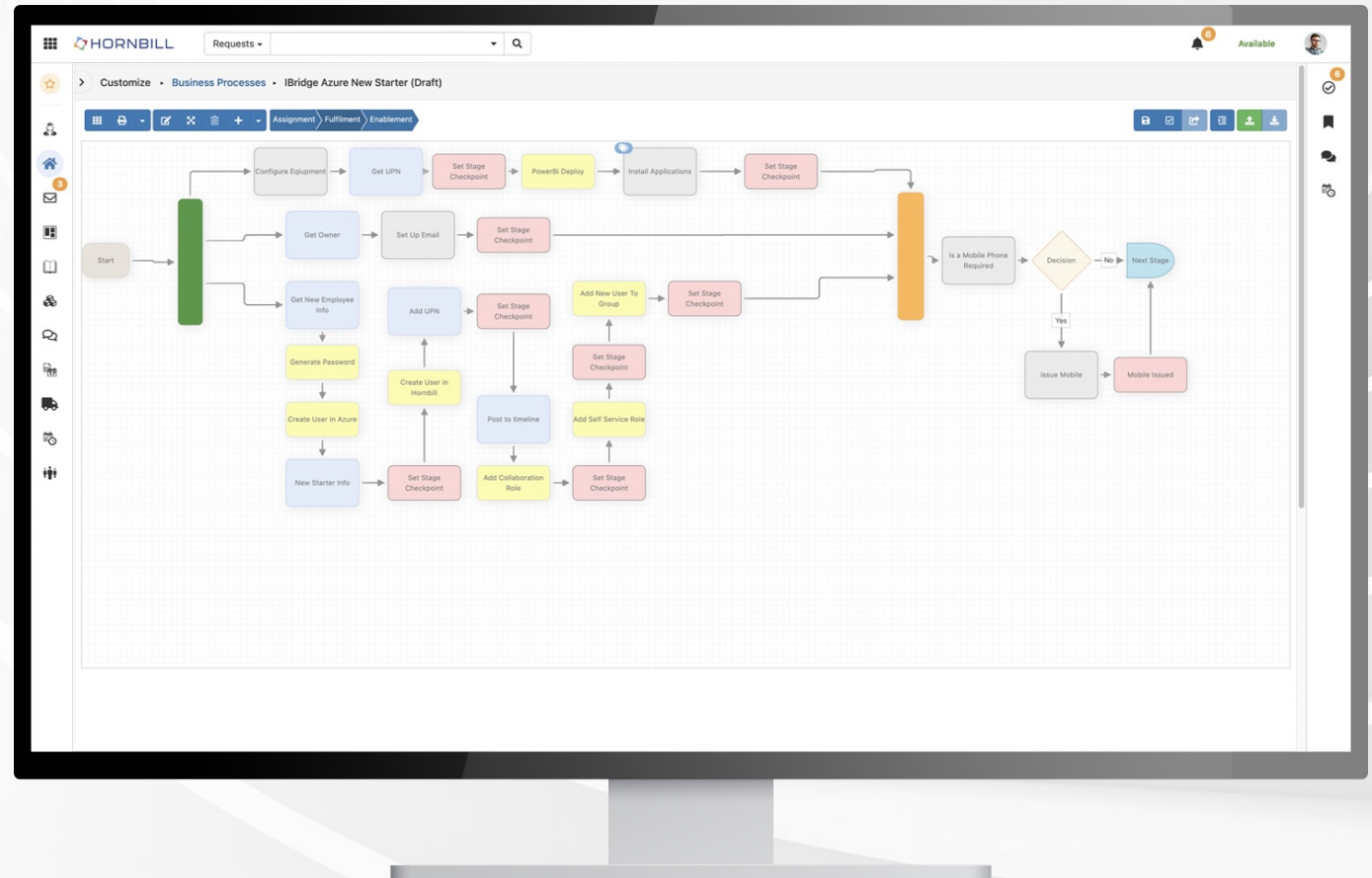


Process Workflow



“The BPM designer allows teams to take control of their processes and automate tasks to deliver faster and more efficiently.”

★★★★★



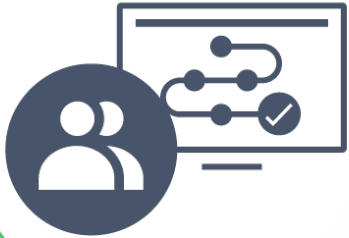
Making enterprise automation happen

Automate work almost as fast as you can do the work—in minutes, not days. Anyone can do it.

1

Create your workflow

Use the no-code, drag-and-drop workflow designer to model your workflow process, including automated actions, human tasks/assignments, approvals, notifications, decisions, and branches. All with just a few clicks.



2

Set the actions you want to happen

Automate actions with direct control over 3rd party systems from within the workflow designer. Simply tell it which system you want it to act on and which operation you want it to invoke (like updating information or triggering a remote process). No coding skills required.



3

Publish to your service portal

With the process automated, now you can automate the customer interaction—making it a “hands-free” digital service. It takes minutes to create a service definition, construct a form to collect information, connect the workflow, and publish to your portal.



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.



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.