

Is Sunrise 7 keeping pace?

A practical comparison for service management leaders assessing what their platform can deliver now - and enable next.

● Compare the platform you can use today - not the platform that may arrive tomorrow.

BENCHMARK AREA	SUNRISE 7DOCUMENTED POSITION	HORNBILL SERVICE MANAGER
Staying current	On-premise upgrades must be planned and delivered as projects. Sunrise offers a paid Upgrade Service. SaaS upgrades are vendor managed. ASK How much time and budget do we spend simply staying current?	Continuous cloud delivery. New functionality is applied automatically, with no customer upgrade projects.
Product direction	Version 7 launched in 2023. Sunrise is now recruiting to shape "a product from the ground up". Its relationship to Version 7 is not publicly clarified. ASK Is the product receiving investment the product we currently use?	New capabilities are delivered continuously into Hornbill's existing cloud service management platform.
AI scope	Solvyr supports service desk task assistance: triage, suggested resolutions, knowledge creation and communications, plus a Teams chatbot. ASK Does AI assist isolated tasks - or complete work end-to-end?	HAI supports employees and analysts with conversational assistance, real-time insight, and agentic automation of end-to-end service outcomes.
AI governance	No integrated AI governance suite. ASK Can we control, audit and explain every AI action?	HAI Governance Studio provides access controls, guardrails, agent management, human approvals, audit trails and reporting.
AI readiness	Sunrise offers an AI Readiness Scorecard to assess service-desk preparedness. No equivalent ML-driven analysis of underlying ticket data. ASK Is our service-management data ready to deliver reliable AI outcomes?	Hornbill offers AI strategic advisory and AI-readiness assessments. Our unique Hornbill Flight Check service uses proprietary ML and AI models to analyse historical ticket data, expose quality and categorisation issues, and prepare it for reliable AI adoption.
Proving AI value	Publishes Solvyr efficiency results and provides a chatbot ROI calculator. ASK Can we demonstrate realised AI value - not just forecast it?	HAI Value Dashboard measures detailed AI usage, time savings and quantified cost benefits.
Integration and automation	APIs and named integrations with Teams, Power BI, Jira and Slack. Scope and setup effort depend on implementation. ASK Can service teams automate across systems without custom code?	Hornbill's central integration hub provides hundreds of codeless connectors, enabling thousands of automatable actions applied in minutes using drag-and-drop workflows.
Employee experience	Version 7's portal, knowledge hub and Teams chatbot help users find answers, log and track requests. ASK Are employees logging tickets - or getting outcomes?	A unified portal and conversational virtual agent connect employees to information, services and automated outcomes.
Service ecosystem	Supports ITSM, HR case management, shared services, and configurable use beyond IT. ASK Are we extending separate services - or building one joined-up ecosystem?	Proven unified ESM solution with customers using it across IT, Facilities, HR, Finance, Procurement, L&D, EDI, Operational Technology, Public Relations, Data Teams, Information Security, and more.

Choose the company aligned with where your service operation is going.

See how Hornbill will enable your ambitious plans.

hornbill.com/sunrise

