HORNBILL

Flight Check™

Transforming ITSM/ESM Migrations with Intelligent Data Readiness

Hornbill Flight Check is a breakthrough service designed to maximise the value of your transition to the Hornbill ITSM/ESM platform.

Delivered by our expert consultants, Flight Check uses proprietary Machine Learning (ML) and Large Language Model (LLM) tooling to analyse, cleanse, and optimise both historical ticket data and existing knowledge content.

The result is a clean, consistent, and structured foundation - ensuring your data and knowledge base are AI-ready from day one.

Trustworthy data is essential for success. From ticket routing and SLA management to intelligent automation and service deflection, every core ITSM/ESM capability depends on the quality of your underlying information. Poor categorisation, fragmented records, and content gaps in the knowledge base create unnecessary friction, delay, and inefficiency. Hornbill Flight Check eliminates these risks, unlocking the full potential of the Hornbill platform while accelerating your journey to intelligent service delivery.

Key Benefits

Improved Data Quality

- Identifies anomalies, duplicates, poor categorisation, and inconsistent records.
- Evaluates ticket completeness and lifecycle patterns.

Actionable Knowledge Insights

- Maps historical tickets to existing knowledge content.
- Assesses knowledge article quality and identifies content gaps.
- Generates missing articles using LLMs to strengthen self-service and deflection.

Optimised Categorisation & Taxonomy

- Pinpoints incorrectly categorised tickets and misused category fields.
- Recommends an AI-ready, Hornbill-aligned category structure.

Accelerates ESM Expansion

- Facilitates smooth onboarding of new functions (HR, Facilities, etc.).
- Reduces friction during M&A or shared service transitions.

Improving the data coverage and quality ensures not just efficiency gains in MTTR and RFT but crucially improves the experience to level where the agentic experience becomes the channel of choice for end-users and agents alike. This is key to prevent the all too familiar adoption spike and decline when AI is pushed into a service experience without design thinking or response accuracy.

The entire Flight Check process is designed to take no more than 5 days and minimise the amount of disruption to your business as usual and take the friction out of your service improvement journey. Our consultants will quickly zero in what areas need focus, measures and scope the data we need for running Flight Check's algorithm.

The process requires a data export providing details of service request, incidents, problems, KPIs, current taxonomy used to categorise data. Our data team is covered by stringent ISMS and ISO certified data governance procedures and can advise on removing PII.

Our AI Lab environment uses the latest processing power available to cycle through large volumes of request data leveraging Flight Check's algorithm and Machine Learning models. **Your data is not shared with any external models.**

Phase 1 Data Profiling & Quality Assessment

ML-Driven Ticket Auditing	Interrogate ticket records to surface anomalies, poor descriptions, and lifecycle inefficiencies.
Categorisation Accuracy Check	Benchmark existing category usage against NLP-derived insights.
Semantic Clustering	Group tickets based on natural language similarity to expose hidden trends and misclassifications.

Phase 2 Data Cleansing & Normalisation

Field Mapping & Standardisation	AI-generated mappings from legacy fields to Hornbill's schema.
Category Normalisation	Rationalise and streamline the category tree for clarity and automation.
Text Enrichment	Enhance sparse records using LLMs to extract intent, tags, and resolution context.

Phase 3 Knowledge Alignment & Generation

Knowledge Coverage Mapping	Evaluate existing knowledge articles against historical ticket patterns. inefficiencies.
Gap Analysis	Identify high-volume request types lacking knowledge support.
LLM-Generated Articles	Automatically produce new articles based on common resolution patterns and support needs.

Deliverables

Data Quality Report
Highlights issues in ticket completeness, categorisation, and consistency

Semantic Cluster Dashboard
Visual representation of ticket clusters vs. current categorisation

Categorisation Scorecard
Metrics on taxonomy effectiveness and improvement recommendations

Proposed Category Model
Hornbill-ready category structure for implementation

Knowledge Coverage Heatmap
Shows where knowledge exists and where it is lacking

LLM-Generated Articles
Seed content to accelerate knowledge base readiness

Use Cases

- Preparing for ITSM/ESM platform migration
- Enabling rapid onboarding of new business functions or service domains
- Ensuring AI-readiness and clean data foundation
- Reducing implementation delays due to poor data hygiene
- Enriching and aligning knowledge articles to support automation and deflection

Ready to supercharge your Hornbill migration with data and knowledge that work for you?
Contact your Hornbill Account Manager or Services Team today.

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