

## SERVICE PACKAGE

# ESM expansion

Accelerate your Enterprise Service Management (ESM) journey with rapid expansion of service excellence into every corner of your organization.

## This package is for you if..

- You want to create a modern, unified employee service experience with all services and support in one digital hub.
- Your IT team has proved the value of Hornbill and you want to expand service excellence to other teams like HR, Facilities, and Finance.
- You want to consolidate multiple portals, email boxes, and phone numbers into one common service platform to reduce costs, overheads, and security risks.
- Disjointed business processes don't flow well.
- You need to provide better support for WFH and hybrid workers.

## Scope

- Service operations anywhere and everywhere in your organization.
- Business processes operating within and across teams.
- Digital interaction with customers, employees, partners, and suppliers.

## Outcomes

- Get one employee portal for all services and support.
- Get non-technical teams managing and optimizing their own service portfolios.
- Improve the customer experience with quick, low-cost digital experiences.

## Deliverables

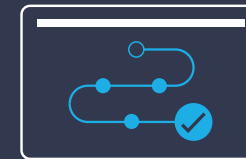
### Assessment



A state-of-the-nation picture of service management across your organization.

- ✓ Creating the map of where you are now.

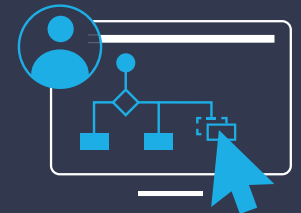
### Roadmap



A clear path from fragmented and manual to joined-up and automated service ecosystem.

- ✓ Defining the path to where you want to be.

### Execution



You get efficient, tech-driven service operations up-and-running in another area of your organization.

- ✓ Time to think about which team will be next to benefit from Hornbill.

## How this service package works

### 1 ESM assessment

Talk to your customer success manager to identify where you are in your ESM journey—and where you want to get to in the short, medium, and long term.

### 2 Select ESM pioneers

Choose a department that is motivated to develop and improve its service and support capabilities.

### 3 Target assessment

We'll assess the current scope, capabilities, and maturity of your target ESM pioneers as a service organization.

### 4 Package proposal

We'll analyze requirements and create a formal statement of work—covering all work needed to get your target domain up-and-running as a modern, digital service provider.

### 5 Implementation and test

Product specialists and consultants will engage with stakeholders and your Hornbill instance to create the structures, workflows, and other assets required to operate a tech-driven service team.

### 6 Post-implementation

We'll document the value delivered, make some suggestions for next steps on your ESM journey, and check in with you regularly to ensure you're on course to your ESM goals.



## We're with you every step of the way

Relax. We've done this before. Our consultants have decades of industry experience and deep best-practice expertise. We're here to help you smooth out the path to service excellence.

[www.hornbill.com/contact-us](http://www.hornbill.com/contact-us)

Increase the value that Hornbill provides by expanding adoption into every department. Our maturation services map out a clear path to enterprise-wide adoption of digital interaction and automated workflows. Once the value of Hornbill has been proved in one team, we'll help you drive adoption across other teams to scale-up the benefits. Each team can quickly become self-sufficient in managing their own digital service portfolio.