

## SERVICE PACKAGE

# ESM Implementation

Jumpstart your Enterprise Service Management (ESM) journey with a seamless and comprehensive solution deployment—laying down the foundation for service excellence across your organization.

## This package is for you if you want to...

- Establish a unified service management platform to streamline operations and centralize employee services.
- Modernize service delivery and automate workflows for IT and non-IT teams.
- Replace outdated tools and manual processes.
- Eliminate silos and bring together teams (such as HR, Facilities, and Finance) in one integrated service platform.
- Implement a future-proof service management solution that supports remote and hybrid work environments from day one.

## Scope

- Establishment of a centralized platform for managing service operations within your IT team.
- Deployment of core service management processes tailored to meet the needs of IT and key business functions.
- Integration of digital workflows to streamline support for employees and enhance collaboration across departments.

## Outcomes

- Centralized service management and streamlined operations.
- Efficiency boosted with workflow automation, cutting manual tasks.
- Enhanced employee and end-user experience through a modern portal powered by codeless drag-and-drop forms.
- Immediate access to automated ticketing and self-service options.
- Post-implementation self-sufficiency, enabled by knowledge transfer and the Hornbill Academy.
- Ongoing support, success tracking and bonus hours to help you optimize further.

## Deliverables

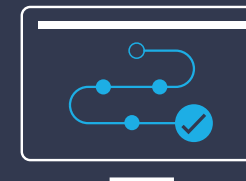
### Planning



A clear path to delivering automated service, a branded employee portal, and a unified ESM ecosystem.

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

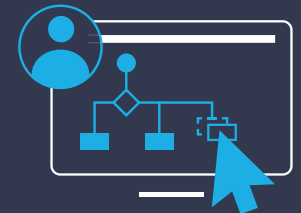
### Roadmap



A detailed set of requirements and the initial creation of implementation collateral.

- ✓ Gathering essential detail of what is needed.

### Execution



Consultant-led delivery of a Hornbill ESM solution within an agreed time frame.

- ✓ Celebrating the successful delivery of Hornbill throughout the business.

## How this service package works

### 1 Planning & Preparation

Engage with key stakeholders to establish clear project goals, timelines, and resource requirements—while identifying critical dependencies and success criteria for each stage of the implementation journey.

### 2 Requirements Capture

Collaborate to gather requirements, identify key areas for improvement, and ensure alignment with your business objectives. Define needs for each department/team. These form the blueprint for the technical configuration and service build.

### 3 Execution

Our team builds and customizes the service portfolio, integrating necessary workflows and automation features. This stage culminates in a ready-to-launch solution tailored to your specific requirements.

### 4 Deployment Planning

Work closely with your project team to ensure your deployment plan, including key milestones, resource allocation, and communication strategies can be executed flawlessly—ensuring a smooth transition to the new service management solution.

### 5 Go Live

Prepare for launch by coordinating with your implementation team to execute the go-live plan—ensuring all systems are functioning, teams are ready, and support resources are in place for a successful transition to your new service management platform.

### 6 Post-implementation

Stay connected with your lead consultant during the early life of your implementation, as we provide ongoing support and guidance. Customer Success will regularly engage with you to ensure you are maximizing the value of your new enterprise service management solution.



## 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)

Unlock the full potential of Hornbill by implementing a robust service management solution tailored to your organization's needs. Our structured approach ensures a smooth transition, empowering teams to leverage digital interaction and automated workflows from the start. Once the platform is live, we provide ongoing support to help each department become self-sufficient in managing their services, driving efficiency and enhancing the overall employee experience across the organization.