HORNBILL

FEATURES OVERVIEW FOR THE:

SERVICE DESK MANAGER

HORNBILL SERVICE MANAGER
SIMPLIFYING MODERN ITSM

CHALLENGES

Organization's today are under immense pressure to deliver diverse IT services in increasingly complex environments. IT service teams face their own unique challenges with disparate teams, federated knowledge and with less budget and resource to address them.

To meet stakeholder expectations, keep pace with evolving business challenges and continually improve delivery, ITSM teams need intuitive service management applications that embrace collaboration to encourage the flow of information and the sharing of knowledge and expertise.

Hornbill Service Manager helps forward thinking IT professionals modernize service delivery through Collaborative ITSM; a fresh and innovative approach, with working practices that simplify service management and optimize the performance of service delivery teams.

With immediate deployment, simple integration, and automatic upgrades... Hornbill promises to help you simplify the challenges of modern ITSM.

CONTENTS

PRODUCT OVERVIEW

→ Drawn from two decades of experience Hornbill Service Manager simplifies the challenge of adopting ITSM best practice

→ Continuous deployment provides instant, ongoing software updates providing you with the latest functionality with no disruption to service

→ Collaborative capabilities extend self-service functionality to enable peer-to-peer support

→ Progressive capture simplifies data entry and creates easy and dynamic ways for service desk analysts to gather accurate information

→ Powerful business process automation creates tasks and activities that drive efficient request fulfilment

→ Out of the box reporting and dashboards provide meaningful metrics with minimal effort

→ Boards provide a graphical view for visual management of requests and activities through their lifecycle

→ Innovative, collaborative and mobile

KEY BENEFITS

Rapid time to value with instant installation through the Hornbill App Store

No upgrade costs or service disruption with Hornbill's continuous software updates

Eliminates barriers to effective teamwork; connecting teams globally so processes can flow and people can work together irrespective of language or location

Improved customer experiences, reduced costs and increased productivity through collaborative capabilities

Increased efficiency and faster resolution times from automation of day-to-day tasks

Time savings with easy to use, out of the box visual reporting to communicate service improvements and value back to the business

Highly intuitive interface; no training costs or thick manuals

Increase staff morale by automating everyday mundane tasks and giving people time to work on projects that add greater value to the business

PRODUCT FEATURES

Incident

The intuitive logging process allows analysts to input data quickly, accurately, and in a way that makes sense to them. Progressive Capture functionality provides the flexibility to define how requests are logged, what questions are asked and which fields are shown, guiding analysts to faster incident resolution.

The beautifully simple user interface is instantly familiar, enabling analysts to collaborate, share knowledge and use features naturally, without any training.
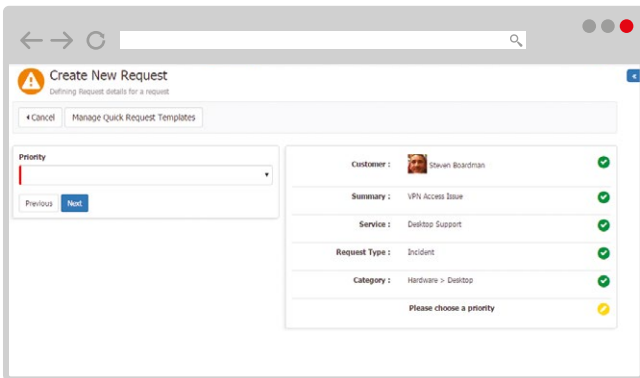
Request Fulfillment

Reduce the load on your service desk with self service that enables users to help themselves. The Request Catalog displays vital information about services, status bulletins and FAQ's, with the facility to raise service requests.

Users are then only presented with the services they are entitled to use via self service, and analysts know who is entitled to which services if the user opts to raise a request via phone or email.
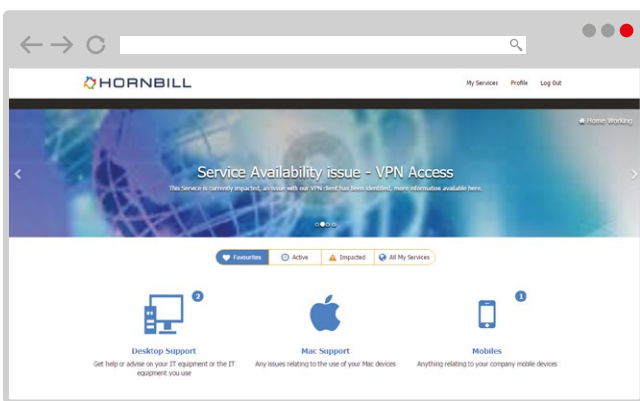
## Process that empowers rather than constrains

Hornbill's powerful business process designer enables Service Desk Managers to configure the operational processes-yet the people who work to complete these processes are shielded from any complexity.

The unique task-orientated workflow orchestration allows you to drive human and automated tasks, streamlining the process of getting work done whilst removing the need for most workers to have a detailed understanding of the process. The intuitive graphical process designer provides the ability to easily design, build and implement the complex processes needed to underpin the IT services provided to the business without any coding or scripting.
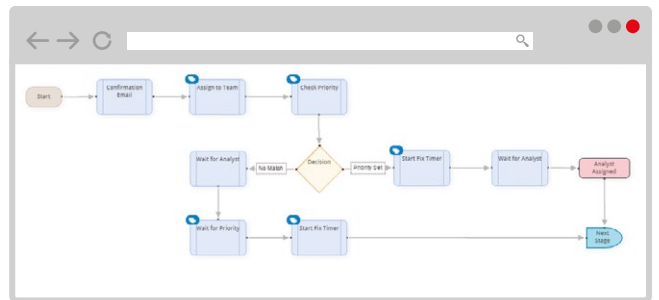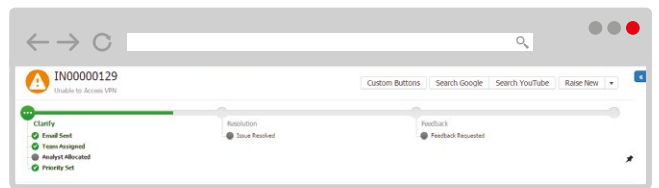
Boards

Boards provides analysts with a graphical way of viewing and managing requests as they progress through their lifecycles. Change management teams can easily use boards to view and assess incoming changes, those waiting for review by CAB, as well as changes that have been approved, implemented and that are under review. Boards are also useful to teams that look after fulfilment requests and want to see which items have been ordered from suppliers, which are currently being built, or which are out for delivery and awaiting acceptance by the requestor. This highly effective visual management feature enables you to see, at a glance, who is responsible for completing activities and tasks for each request.
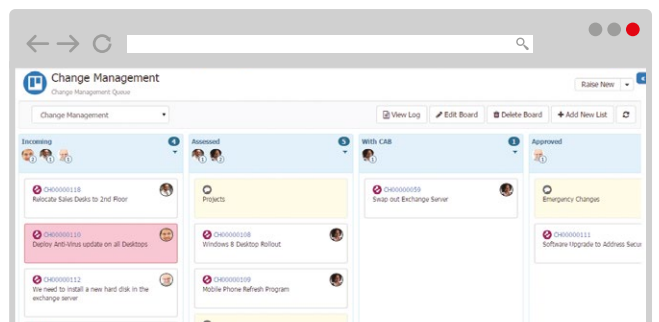
Communication

Hornbill Service Manager enables your team to work in their own language and use real time translation to communicate with other teams around the world, even if they don't share a common language. It introduces familiar functionality commonly found in your favorite consumer and social applications to provide your service desk with new and more flexible ways of working. Your team can now follow requests and receive updates through a simple timeline and newsfeed. People can mention their colleagues to invite them to share expertise and knowledge that contributes to resolution activities and they can do all of this from any browser or from the Hornbill mobile app.

Analytics

Hornbill Service Manager provides robust analytics capabilities and a powerful trending engine that makes it easy for you to define measures and analyze performance against targets over time.

This enables you to manage:

→ individual and team performance
→ demand for services
→ adherence to agreed service targets

Coloured indicators make it easy to visualize performance against targets. Sparkline graphics provide a quick representation of the measures performance to help indicate current and historic trends.

Multiple measures are easily combined into scorecard widgets, for display on role based dashboards and slideshows.

Widgets, Dashboards & Slideshows

The dashboard designer within Hornbill Service Manager means you can add scorecards and other definable widgets onto role based dashboards through an intuitive drag and drop interface.

Individual dashboards can be made available for wall boarding and you can combine a number of dashboards to create a slideshow. These can be published with each dashboard displaying vast amounts of management information to provide stakeholders with a clear and concise overview of key performance indicators.
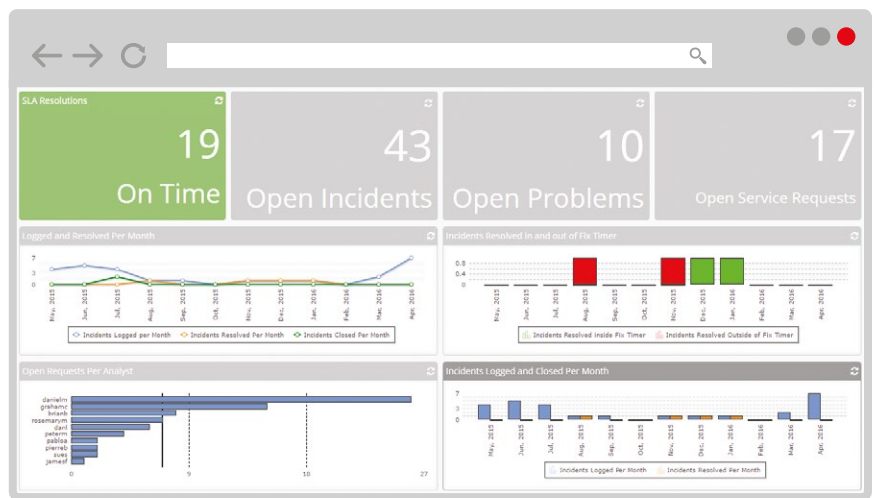
Reporting

Hornbill Service Manager reporting allows you to create reports using measures, widgets and scorecards. The intuitive report designer makes adding filters, sorting data, and publishing easy and simple to do. Reports can be viewed in a browser; data exported to CSV, saved to PDF or scheduled to be emailed to recipients on a recurring basis.

Hornbill is delivered as a service which removes the cost and stress of administering, managing, and upgrading a legacy on-premise solution.

Hornbill Service Manager allows service desk teams to customize forms and build processes safe in the knowledge that all customizations are guaranteed to work when the software is upgraded. With Hornbill's continuous deployment, Service Desk Managers never have to deal with upgrade headaches, as their team will always be using the latest software version and benefiting from the very latest features.

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