

# Hornbill NHS People Hub

## G-Cloud Overview & Pricing

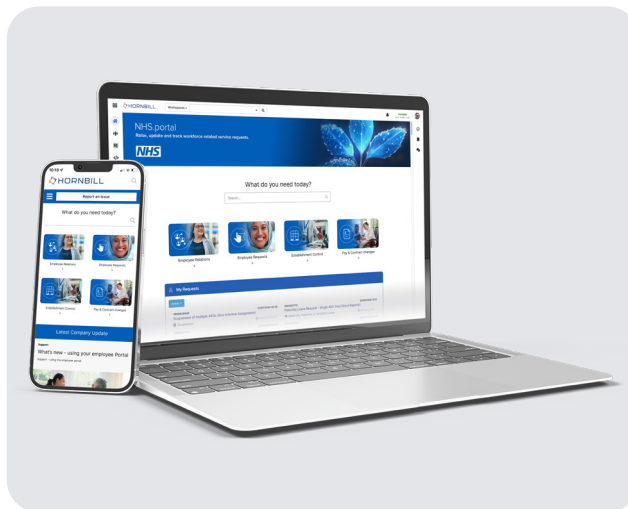


Designed for NHS HR teams, Hornbill NHS People Hub puts People Services on rails—replacing email, spreadsheets, and manual effort with automated, code-free workflows and streamlined HR case management. It drives a decisive shift to digital interaction and intelligent service delivery, accelerating routine HR work, strengthening ER governance, and improving ESR data quality. A single digital HR portal elevates the People Experience for staff and managers alike, offering visibility, actionability, and continuous improvement across all People Services. The result is greater efficiency, higher compliance, and a more modern, connected HR function.

## Top features

### Hornbill gives you transformational capabilities:

- › Secure, digital HR service portal, accessible to employees anytime, on any device.
- › A library of pre-packaged NHS HR workflows translates NHS People Services policies and best practices into consistent and efficient processes.
- › Code-free workflow design, enabling rapid configuration of NHS People Services.
- › ER case management with guided steps, governance control, and audit trails.
- › SLA-driven routing prioritisation and to support balanced workload management for HR teams.
- › Automated expiry notifications for right-to-work registrations, fixed-term contracts, secondments, visa, professional registrations, and other time-sensitive items.
- › HR change workflows that support contractual updates and payroll-impacting changes.
- › Assignment workflow controls that improve accuracy and consistency of ESR data.
- › Establishment visibility, providing clear insight into posts, teams, and workforce structures.
- › “My Team” and “My Establishment” dashboards for managers and HR staff.
- › Integrated document handling, evidence tracking, and end-to-end case traceability.



Give employees a modern, digital service experience that's efficient and friction-free

**Simple solution setup and management****100% codeless setup**

No scripting or coding required

**Business process orchestration**

Quick, drag-and-drop design

**Codeless Integrations**

1,000+ point-and-click cloud integrations

**Safe upgrades**

Keep all your customisations on upgrade

**Customisable Portal**

Simple branding and setup

**Better work visibility and management****Kanban boards**

Visually organise workloads

**Process tracker**

Current status at a glance

**Dashboards**

Confident decision making

**Analytics**

Track performance and trends

**Hornbill AI (HAi)**

A suite of AI powered tools

**Better customer experience****Always there**

Any time, any place, any device portal

**Fast delivery**

End-to-end automation of services

**Notifications**

Keep customers informed

**Global search**

Simple, centralised searching

**Any language**

No customer left behind

**Why Hornbill?**

- › Deep experience supporting public sector and healthcare operations
- › Code free workflow engine enabling rapid adaptation
- › Proven track record of reducing HR workload
- › ESR-friendly and governance-safe.
- › Modern user experience for staff and managers
- › Flexible platform supporting future NHS needs.





## A modern, digital solution to the limitations of ESR

Hornbill for NHS People Services eliminates dependencies on email, spreadsheets, and manual processes—enabling your HR People Service team to deliver a modern, intuitive employee HR experience. Bring service delivery teams together with connected, end-to-end digital workflows. With codeless automation and integration removing manual processes and bottlenecks, work flows smoothly across functions—giving employees a seamless, modern, and consistently high-quality service experience.

### Service benefits

- › Ensure consistent policy application by automating People Services workflows
- › Reduce compliance risk with proactive expiry alerts and automated prompts
- › Improve ESR data quality through validated upstream workflow controls
- › Strengthen ER governance through structured, auditable compliant case handling
- › Accelerate onboarding and workforce changes with guided multi-stage approvals
- › Give managers visibility of their teams and required actions
- › Enhance HR efficiency by removing inbox-driven manual workload
- › Increase transparency with real time updates on cases and workflows
- › Reduce errors and rework through structured validated data capture
- › Improve People Promise delivery through a modern unified digital front-door

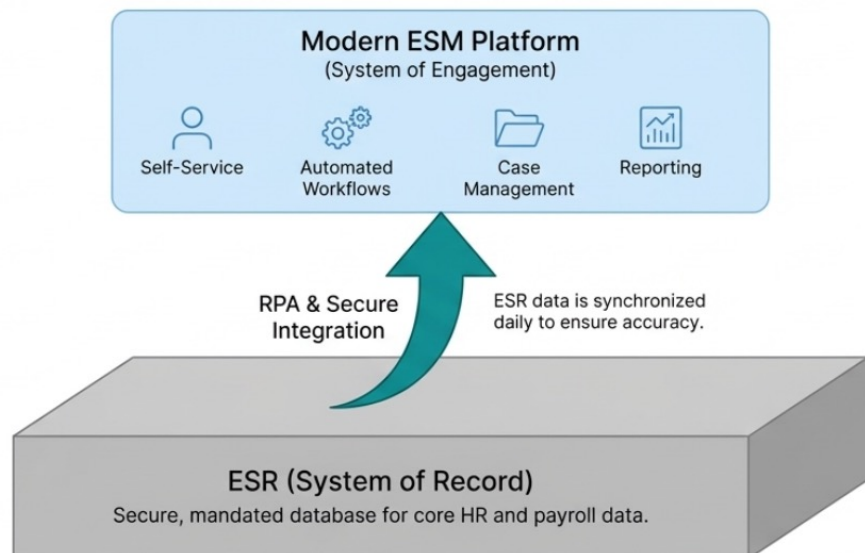
## Solving NHS People Services challenges

Hornbill People Hub addresses challenges with:

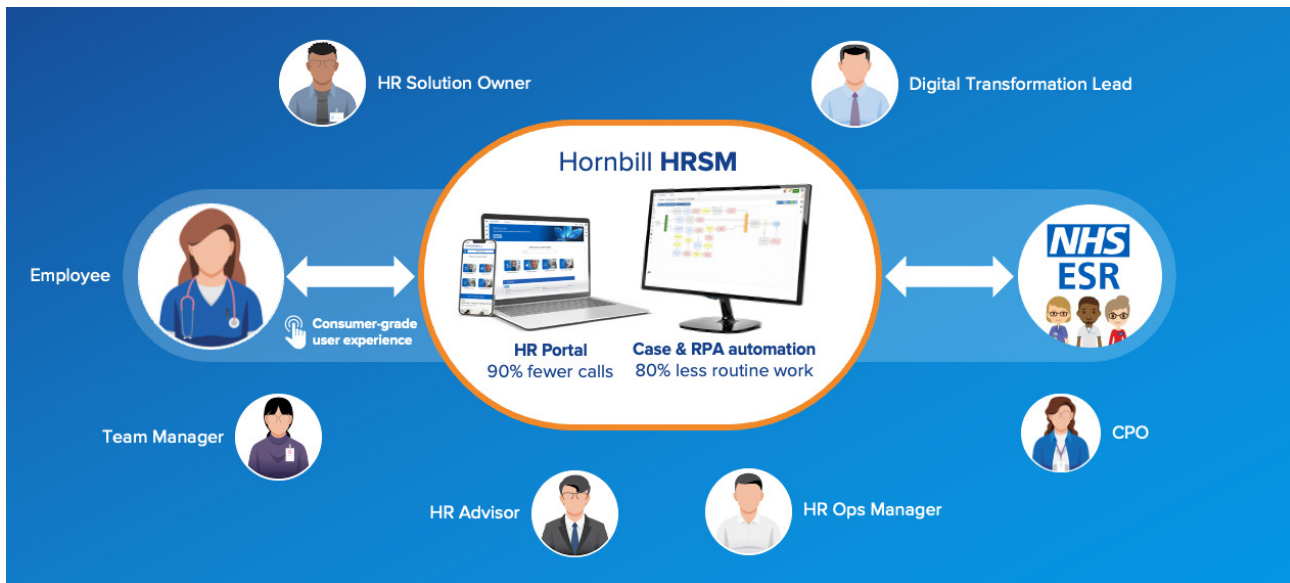
- › Automated People Services workflows. From onboarding to contractual changes, leavers, flexible working, and more—every workflow is automated, structured, and auditable. Hornbill gives you a library of ready-to-use HR workflows that are built in partnership with our NHS Trust customers to support NHS People Services best practices.
- › Employee Relations case management. Governed processes for disciplinary, grievance, sickness, and capability ensure consistency and defensibility.
- › HR change & ESR-aligned workflows. Data is validated before reaching ESR, improving accuracy and reducing rework.
- › Compliance & expiry tracking. Automated monitoring for RTW, DBS, professional registration renewals, and mandatory checks.
- › Establishment visibility. Clear understanding of workforce structure, posts, and team composition.
- › Manager self-service. “My Team” and “My Establishment” dashboards make demand and performance visible—and deliver actionable insights that drive focused improvement.

## How it works

Your existing ESR system remains the system of record. Hornbill is the new service management layer that acts as a modern system of engagement on top of ESR.



The Hornbill NHS People presents a new digital front door to HR services for your employees—and empowers your People Services team to achieve their objectives.



### Benefits of Hornbill NHS People Hub

Hornbill's NHS People Hub delivers transformational benefits across the organisation—impacting every People Service team member and every employee.

#### Operational Outcomes

- › Reduced HR workload
- › Faster processing times
- › Improved visibility and reporting
- › Reduced ER backlog
- › Strong foundation for continuous improvement

#### Data & Governance Outcomes

- › Fewer ESR errors
- › Stronger ER governance
- › Full audit trails
- › Lower compliance risk

#### Experience Outcomes

- › Modern People Experience for staff and managers
- › Clearer expectations and transparency
- › Improved confidence in People Services

#### Strategic Outcomes

- › Less time spent on routine HR operations. More time for critical/strategic HR projects like workforce planning and recruitment.
- › Delivery of the NHS People Promise
- › Enabling new People Services operating models
- › Foundation for ICS-level People Services scaling

## Expert services

Hornbill's Expert Services allow customers to benefit from our technical expertise and extensive solution delivery experience. Our Product Specialists have the longest tenure in the industry, with an average of 10+ years delivery experience, which ensures:

- › Time to value – Harnessing proven best practices and extensive experience to expedite your Hornbill deployment and deliver a successful implementation.
- › Tailored Solution – Expert Services are customised to your requirements, ensuring alignment with your business and operational objectives.
- › Defined outcomes – Our fixed price guarantee and defined deliverables ensure clarity, peace of mind, and no hidden costs.

### Hornbill Training

Out-of-the-box training solutions can be tailored to build a bespoke training package that is aligned to your needs. Whether you require an introduction to Hornbill, a refresher course, or advanced training, the Hornbill Academy <https://academy.hornbill.com> will guide you every step of the way, to ensure you get value from your Hornbill solution.

### Pre Implementation Services

We recognise the challenges of integrating new software into your business. Our expert consultants will guide you every step of the way, from preparing for the transition, to alignment to your business processes, and ensuring a smooth transition to go-live.

### Technical Services

Leveraging the expertise of our subject matter experts, Hornbill offers a range of technical services designed to harness the full potential of your solution. Our proven implementation methodology and service offerings guarantee a solution that meets your needs and propels your service delivery capabilities.

| Package Cost                           | £15,000                             | £40,000                                                     |
|----------------------------------------|-------------------------------------|-------------------------------------------------------------|
| Detail                                 | Premier LiftOff                     | Enterprise LiftOff                                          |
| Timeframe                              | 8 weeks                             | 12 to 16 weeks                                              |
| Project Initiation & Planning          | Consultant lead                     | Senior Consultant Lead                                      |
| Instance Configuration                 | Collaborative                       | Hornbill Managed                                            |
| Data Validation & Data Import          | Collaborative                       | Hornbill Managed                                            |
| Ticket Migration                       | Collaborative                       | Hornbill Managed                                            |
| Interactive Form Build                 | Collaborative (max 10)              | Hornbill Managed (max 40)                                   |
| Business Process Build                 | Collaborative (max 10)              | Hornbill Managed (max 40)                                   |
| Employee Portal Branding (Basic)       | Customer                            | Hornbill Managed                                            |
| Education / Remote Training            | 1 Admin & 2 Service Owners / Agents | 1 Admin & 2 Service Owners / Agents & End User LMS Training |
| Product Specialist                     | Allocated                           | Allocated                                                   |
| Senior Consultant                      | Not Included                        | Allocated                                                   |
| Engagement Manager                     | Allocated                           | Allocated                                                   |
| Engagement Manager # Sessions per week | 1 hour                              | 2 hours                                                     |
| Escalation POC 1                       | Engagement Manager                  | VP Customer Success                                         |
| Escalation POC 2                       | VP Customer Experience              | VP Customer Experience                                      |

#### Additional Options

|                                             |                        |                        |
|---------------------------------------------|------------------------|------------------------|
| Hourly Rate – Education                     | £160                   | £160                   |
| Hourly Rate Consultancy                     | £160                   | £160                   |
| Additional Workflow Configuration pack of 5 | £4,000                 | £4,000                 |
| Hornbill API Consultancy per hour           | £200                   | £200                   |
| Custom Integrations                         | Priced on Requirements | Priced on Requirements |



|                                                          |                        |                        |
|----------------------------------------------------------|------------------------|------------------------|
| Hornbill AI Flight Check                                 | £12,500                | £12,500                |
| Hornbill Branding Package                                | £6,000                 | £6,000                 |
| Benchmark Hornbill product usage assessment              | £5,000                 | £5,000                 |
| Establishment Management with ESR Data                   | £10,000                | £20,000                |
| Establishment Management - ESR Data Import Customisation | Priced on Requirements | Priced on Requirements |
| ESM Data Analysis Expansion                              | Priced on Requirements | Priced on Requirements |
| ITOM / iBridge (cloud to cloud) configuration            | Priced on Requirements | Priced on Requirements |

The Hornbill AI Flight Check service uses purpose-built data quality assessment tools to establish the gap between where your data is now, and where it needs to be to train AI features that are driven by Machine Learning.

The Hornbill Branding Package service accelerates the launch of your enterprise service portal with support from a designer specialist who will quickly align your portal visually with your organisation's branding.

The Benchmark Hornbill Product Usage Assessment service is a consultant-led deep dive into the specifics of your Hornbill implementation and how it is performing: which features of Hornbill you are using, where improvements should be targeted to solve business challenges, and where you can apply best practices to achieve quick performance wins

# Pricing

Hornbill NHS People Hub pricing is subscription based, with a minimum subscription of £1,500 per month.

## Subscription Model Overview

Hornbill NHS People Hub subscriptions comprise four user types:

### 1) Self-Service Users

Self-Service Users are employees who raise requests, track progress, and consume knowledge using the self-service portal or virtual agent channels. They are recipients of service and do not perform agent work.

### 2) Platform Users

A Platform User is a named individual with a Hornbill platform account. This subscription provides entitlement to the core platform services that all Hornbill applications run on, including:

- › Authentication and identity management
- › Role-based access controls and security model
- › Workflow participation (tasks, approvals, collaboration)
- › Data model participation and audit trail
- › Platform Services and access to Hornbill Apps subject to Subscription

Platform Users benefit from Hornbill's always-connected SaaS service model, enabling users to remain continuously engaged with live work activity through:

- › Real-time notifications in the Hornbill browser experience
- › Push notifications via the Hornbill Mobile App

This supports timely action on service activities such as ticket assignments, escalation, approvals, and service communications.

Platform User subscriptions provide entitlement to the underlying platform services that enable secure access, workflow participation, real-time engagement, and auditable operations.

### 3) Named Service Manager Agent

A Named Service Manager Agent performs operational People Services work in the Hornbill Service Manager application.

Named subscriptions provide:

- › Guaranteed access to the Service Manager App for full-time analysts and dedicated operational roles. A fixed entitlement for users who require continuous or daily system use.

Named Service Manager Agents must also be Platform Users.

#### 4) Concurrent Service Manager Agents

Concurrent subscriptions provide the same Hornbill Service Manager agent capabilities as Named subscriptions, but access is provided from a pooled entitlement.

Concurrent subscriptions provide:

- › Shared access for occasional or intermittent users (e.g., SMEs, part-time or shift-based agents)

Concurrent Hornbill Service Manager Agents must also be Platform Users.

A concurrent subscription is consumed when a pool Platform User accesses the Hornbill Service Manager App. The subscription is released back to the pool when the user exits the Hornbill Service Manager App subject to a minimum usage period, after which it becomes available for reallocation.

#### Step-by-Step Subscription Approach (with Pricing)

This section provides a simple step-by-step method to size your Hornbill for Service Management subscription. Each step includes the relevant pricing table.

#### What you need to count (Sizing Checklist)

Before you start, identify the following quantities:

- › # Employees (Self-Service Users - free access)
- › # Platform Users who require authenticated platform access (agents, admins, service owners)
- › # Full-time Agents (Named Service Manager Agents)
- › # Occasional / pooled Agents (Concurrent Service Manager Agents)

#### Step 1 – Self-Service Users

All employees can access the Hornbill Self-Service portal free of charge. This includes raising requests, tracking progress, and accessing service knowledge.

**Pricing:** Free of charge

**Step 2 – Platform Users**

Platform Users should reflect the number of individuals who will log in to Hornbill, including:

- › Named agents
- › Occasional or pooled agents leveraging Concurrent Service Manager subscriptions
- › Administrators / service owners

**Platform Users are required only for authenticated platform access; end-user self-service access remains free.**

| Platform Users (Band) | £ / user / month |
|-----------------------|------------------|
| <75                   | 3.89             |
| 75                    | 3.78             |
| 100                   | 3.67             |
| 125                   | 3.56             |
| 150                   | 3.44             |
| 175                   | 3.36             |
| 200                   | 3.28             |
| 225                   | 3.20             |
| 250                   | 3.11             |
| 300                   | 3.00             |
| 400                   | 2.78             |
| 500                   | 2.67             |
| 600+                  | 1.94             |

**Step 3 – Named Service Manager Agents**

Named Service Manager subscriptions should reflect the number of full-time agents who require guaranteed, always-available access to the Hornbill Service Manager application.

| Named SM Agents (Band) | £ / user / month |
|------------------------|------------------|
| <75                    | 54.44            |
| 75                     | 52.22            |
| 100                    | 48.89            |
| 125                    | 46.67            |
| 150                    | 45.56            |
| 175                    | 43.33            |
| 200                    | 42.22            |
| 225                    | 41.11            |
| 250                    | 40.00            |
| 300                    | 37.78            |
| 400                    | 35.56            |
| 500                    | 33.33            |
| 600                    | 32.22            |



#### Step 4 – Concurrent Service Manager Agents

Concurrent Service Manager subscriptions are suitable for occasional agents where pooled access is sufficient, and peak simultaneous usage is lower than the total number of potential agents.

| Concurrent SM Agents (Band) | £ / user / month |
|-----------------------------|------------------|
| <75                         | 102.22           |
| 75                          | 97.78            |
| 100                         | 92.22            |
| 125                         | 90.00            |
| 150                         | 88.89            |
| 175                         | 84.44            |
| 200                         | 80.00            |
| 225                         | 78.89            |
| 250                         | 76.67            |
| 300                         | 72.22            |
| 400                         | 66.67            |
| 500                         | 62.22            |
| 600                         | 60.00            |

#### Total Subscription Cost Calculation

Your monthly subscription cost is calculated as:

Platform Users × Platform rate **PLUS**

Named Service Manager Agents × Named rate **PLUS**

Concurrent Service Manager Agents × Concurrent rate

Self-Service Users remain free of charge.

Named and Concurrent subscriptions are purchased in addition to Platform subscriptions.

The Hornbill NHS People Hub G-Cloud Service is billed annually in advance. Monthly billing in arrears can be provided and will attract a surcharge of 10% on subscription pricing to cover administrative costs.

For further information, please contact: [psitq@softcat.com](mailto:psitq@softcat.com)

The table below provides further information about the components included in the service offering.

| Hornbill Platform                 |
|-----------------------------------|
| Mobile Application(s)             |
| Business process orchestration    |
| Single Sign-On (SAML integration) |
| Enterprise email integration      |
| 2 x Shared Mailboxes              |
| Co-branding (your logo)           |
| 30Gb storage                      |
| 24x7 System availability support  |

## Optional modules

The following optional modules are available with Hornbill for Service Management.

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**£333.33**  
per month

### Hornbill iBridge

Hornbill's iBridge offers integration with cloud service providers to automate tasks using inputs and outputs that are easily mapped to a business process without the need for scripting or coding. With over 1,000 out-of-the-box integrations to popular Cloud-based products and services, iBridge does the heavy lifting, allowing IT teams to focus on more valuable work.

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**£333.33**  
per month

### Hornbill ITOM Basic

This includes integration for AD User & Group Management, and Entra ID User & Group Management. ITOM Basic is ideal for organisations at the start of their automation and integration journey.

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**£1,666.67**  
per month

### Hornbill ITOM Server Edition

For organisations further along their automation and integration journey, the Hornbill ITOM Server Edition includes a pre-packaged library of codeless integrations that provides automated control of your IT systems and infrastructure, saving thousands of hours.

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**£3,000.00**  
per month

### Hornbill ITOM DevOps Edition

For ultimate control of your infrastructure, Hornbill ITOM DevOps Edition includes the pre-packaged integration library, plus the ability to create your own automation packages, custom scripts, and Runbooks to execute routine tasks that control and support your IT services and infrastructure.

For more information, [download the ITOM datasheet](#).

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**£20.00**  
per month

## Hornbill Shared Mailbox

Hornbill Shared Mailbox enables additional mailboxes to be added to the two shared mailboxes that are included with your subscription.

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**£8.93**  
per month

## Hornbill Live Chat

Hornbill Live Chat is a fast and personal way to engage with your employees and ensure a timely response or resolution. A quick and convenient means of communicating, Hornbill Live Chat provides your employees with near instant access to help and advice to keep them productive and happy. Native integration with Hornbill for Service Manager enables you to seamlessly elevate any chat to a formal Service Desk ticket.

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**£24.44**  
per user per  
month

## Hornbill Project Manager

Hornbill Project Manager brings scheduling, resources, project plans, milestones, tasks and costs together for effective coordination, collaboration and management of your projects. Configurable project templates ensure a consistent, best practice approach, for improved control and enhanced speed of execution.

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**£0.24**  
per GB per month

## Hornbill Data Storage

Hornbill Data Storage enables customers to add additional capacity to the 30Gb of data storage that is included with your subscription.

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**£1,333.33**  
per day

## Expert Services

Our Expert Services day rate includes travel and accommodation within the UK. For non-UK travel, time, and expenses are charged at cost. Volume discounts are available on Hornbill Success Plans when booking over 5 days at once.

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The Hornbill NHS People Hub G-Cloud Service is billed annually in advance. Monthly billing in arrears can be provide and will attract a surcharge of 10% on subscription pricing to cover administrative costs.

## Service management

We aim to keep our support as flexible as our products. As the products are so easy to use, we believe that paying for support should be optional. Of course, should you feel that you would like the assistance of Hornbill professionals there are other options available.

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### Essential Success

£  
Free

Essential Success includes critical availability & community support and is included in your subscription, offering 24x7 assistance via online reporting for critical service availability issues. Up to 3 named contacts can access the Hornbill Community and make use of knowledge resources, open-source integration tools and Hornbill API's.

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### Premier Success

£277.78  
per month

Premier Success includes everything within Essential Success. This enhanced level of support provides access to Hornbill's Customer Support Teams for 5 named contacts with formal application support for non-critical issues. It includes multi-instance support, defined Service Levels and 10 credits of Expert Services. A dedicated Success Team provides quarterly service delivery reviews and priority incident reports.

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### Concierge Success

From £2,777.78  
per month

Concierge Success includes everything in Premier and provides 10 named contacts with access to a Technical Account Manager, dedicated Product Specialist, weekly service delivery reviews and Development escalation priority. Concierge includes 100 credits of Expert Services and preferential rates on further expert services.

For more information, please visit: <https://www.hornbill.com/about-support/>

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# Take the stress out of HR Service Management with Hornbill

**More than 350 customers and 34,000 analysts use Hornbill solutions to manage service delivery and workflow automation every day.**

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At Hornbill, our goal is to make life at work better for you. Our modern, cloud-based service management solution takes the stress out of delivering a complex portfolio of services to customers and employees. Built for everybody, Hornbill is a single platform for all the service providers in your organization, from IT to HR to Facilities, and beyond.

Enterprise customers across the world use Hornbill to transform how they provide services to customers, employees, partners, and suppliers. They stick with us because we make life simple for them. Hornbill is designed for quick setup, cutting the usual implementation timescale in half.

We practice continuous delivery, so customers get new innovations on a weekly basis. And, as a true cloud solution, updates are automatically applied—meaning there are no upgrade projects to disrupt your progress. That's why we've been recognized as a leader in Customer Relationships, Support, User Adoption and Product Direction by organizations like G2.

## Hornbill NHS People Hub

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Modern employee service experiences

### Hornbill

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