

# HORNBILL IS FASTEST GROWING SERVICE MANAGEMENT SOFTWARE VENDOR TO UK LOCAL AUTHORITIES OF 2008

Submitted by: PR Artistry Limited

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Acquires more new customers in Local Government than any other service management vendor

Findings of the annual SOCITM survey "IT Trends in Local Government" for 2008/9 further demonstrate Hornbill Systems' unequalled growth and continued gain in market share amongst IT Service Management vendors.

The survey, released in January 2009, shows continued growth in Local Authority installations of Hornbill's Supportworks IT Service Management software, with 3 new customers recorded in the year up until the survey in 2008 and 14 new customers since 2005, more than twice the increase of the closest competitors(1). In contrast, only three of Hornbill's competitors saw an increase in customer base over the same 3 year period(2) while eight more vendors were static or saw a reduction in their installed base(3). Touchpaper (now Avocent) saw the largest drop, with a reduction of 9 customers during the last recorded year.

Hornbill's momentum remains unabated in the sector, with new customers including Kent County Council replacing Touchpaper (Avocent) with Hornbill's Supportworks ITSM, yet to be recorded by SOCITM for 2008/9.

Gerry Sweeney, CEO of Hornbill Systems commented, "Supportworks' reputation across the public sector – Local Authorities, Central Government, Health Service and Education – speaks for itself. Some of the largest and most demanding service environments exist in UK public sector and I'm delighted that Hornbill's technology is proving, time and again, that it can help service delivery teams to surpass the expectations of their customers."

Reference: SOCITM survey 2008 "IT Trends in Local Government" [www.socitm.gov.uk](http://www.socitm.gov.uk)

1. Numara & Infra / EMC
2. Axios, ICCM and BMC
3. Infra (unchanged), Marval, CA, HP, FrontRange, Sunrise, Datawatch, Touchpaper / Avocent

For more information and a copy of the comparison graphs please contact: Andreina West, PR Artistry, 01491 639500.

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NOTES TO EDITORS:

## About Hornbill Systems

Service Management software from Hornbill enables organisations to provide excellent customer service while benefiting from the economies of consolidation on a single technology platform. Supportworks' service desk templates are designed for rapid deployment within any employee or customer support environment, including ITIL-compatible IT Service Management, IT Helpdesk, Customer Service, HR and Facilities Management with the flexibility to build additional desks at minimal extra cost. Hornbill's software supports thousands of commercial and governmental sites worldwide. Hornbill Systems was founded in the UK in 1995 and has US offices in Dallas and New York.

Hornbill has earned many industry accolades including; Service Desk Institute "IT Service and Support Technology Supplier of the Year" for 2008, "Best Business use of Support Technology" with Sharp Electronics and "Support Excellence Award for Smaller Helpdesks" with Camelot in 2005.

High profile customers include Atos Origin (Athens Olympics 2004, Torino Winter Olympics 2006 and Beijing Olympics 2008), Buckinghamshire Hospitals NHS Trust, London Borough of Waltham Forest, Greggs, London Metropolitan University, RSPB, Chubb Insurance, House of Fraser, Halfords, The National Archives, and Camelot.

For more information about Hornbill's solutions please visit <http://www.hornbill.com/>

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