

HaloITSM

G-Cloud Service Definition

COMPANY OVERVIEW



Who are HaloITSM?

HaloITSM is a privately owned and run company that offers IT Service Management (ITSM) and Enterprise Service Management (ESM) software. It has been carefully developed since 1994, meaning that we have over 25 years of expertise in the industry. This allows us to offer highly competitive software, fuelled by constant innovation to meet the needs of an evolving market. The product has been developed to fit organizations of any size and from any industry, but with keen focus on the public sector and their requirements. In fact, 46% of our customer base is made up of public sector clients, making our insight unique amongst ITSM and ESM providers.

Value Proposition



We pride ourselves on being a proactive company that listens to service and solution feedback from all customers, whilst responding to a dense and security conscious marketplace. The software provides an extensive, feature rich application, strong security accreditation, all at a competitive price with first-class support from experts in all departments. Furthermore, HaloITSM is trusted by a global customer base, with over 100,000 customers from 50+ countries using HaloITSM in a variety of languages including English, Spanish, French, Italian, Welsh and more.



Locations

HaloITSM is a global company with a global mindset, offering a 24-hour support system due to our worldwide time-zone coverage. With offices in Bellingham (USA), Melbourne (Australia) and Suffolk (UK) we can support you wholly during the working week.

COMPANY SNAPSHOT



+1,478

New Customers

1,844 -> 3,312



+£22,907,996

Increase in ARR

£15,691,634 -> £38,599,630



+96

New Employees

89 -> 185



270%

Growth in Number
of Partners



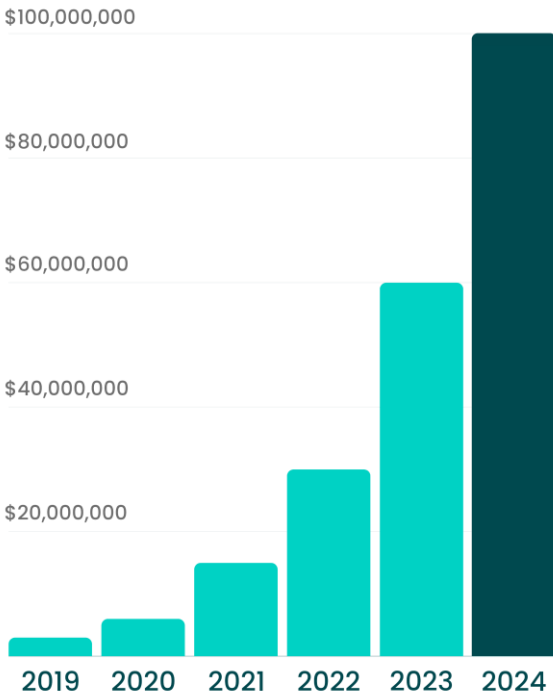
206%

Growth in Partner
Revenue

WASHINGTON, USA – STOWMARKET, UK
MELBOURNE, AUS – DUBAI, UAE

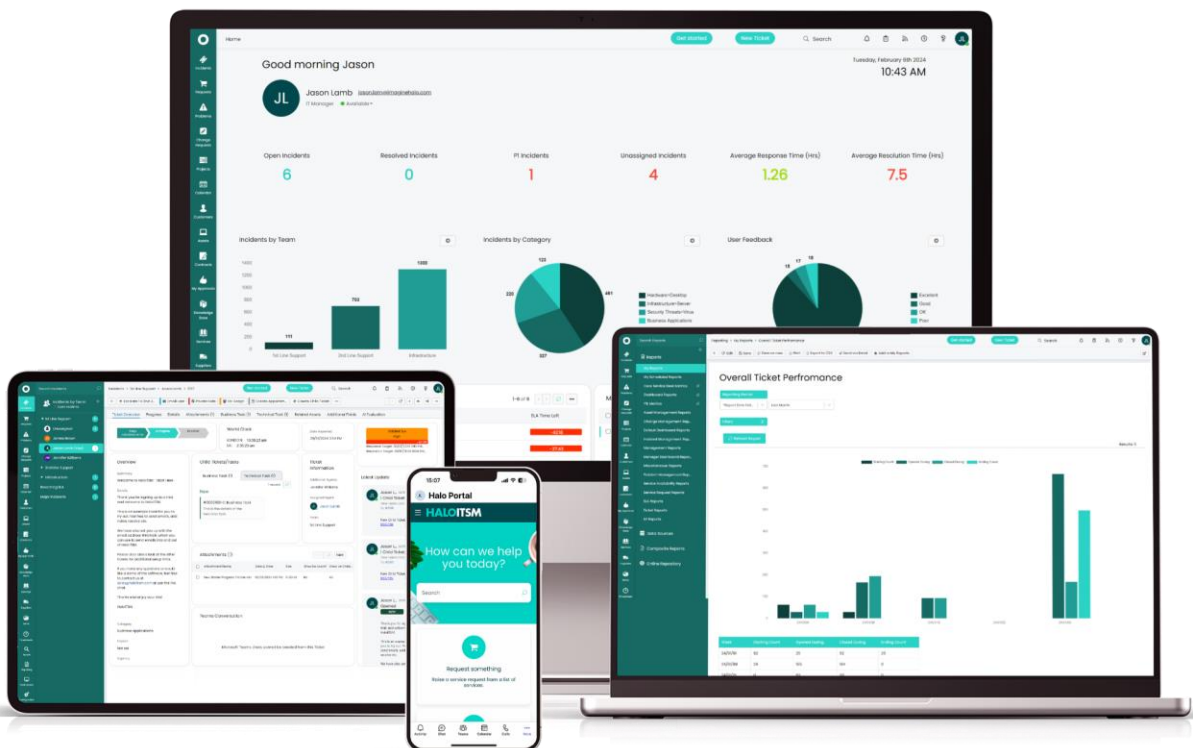


REVENUE



PRODUCT SNAPSHOT

- 🕒 SaaS and self-hosted Service Management software
- 🕒 ITIL4 Aligned for General and Service Management Practices
- 🕒 Connectivity (>250 OOTB integrations)
- 🕒 Codeless, Simple & Feature-Rich Configuration
- 🕒 Enterprise Service Management
- 🕒 AI-powered use cases (>5 OOTB)
- 🕒 Powerful in-app Reporting / Analytics
- 🕒 Flexible Licencing Model



OUR PARTNERSHIPS

McLaren Formula One Team

HaloITSM announced a partnership with McLaren F1 in 2023. McLaren is utilising the HaloITSM platform to optimise their internal service management – the logo is featured on the McLaren F1 car, elevating its brand by associating it with global innovators in the technology space.

“In the competitive and fast-moving world of Formula 1, the efficiency and performance is crucial across all corners of the business. Halo will enhance McLaren’s extensive IT services, helping us increase our team’s efficiency and productivity. We are excited to integrate Halo’s IT capabilities into our operations as we continue our journey pushing to return to the top of the grid.”

– Zak Brown, CEO, McLaren Racing



Amazon Web Services

HaloITSM selected AWS for the global cloud environment to provide customers with enterprise grade infrastructure. AWS has recognised HaloITSM’s impressive potential and awarded ‘rocket ship’ status, identifying HaloITSM as one of the fastest growing software companies in the UK.



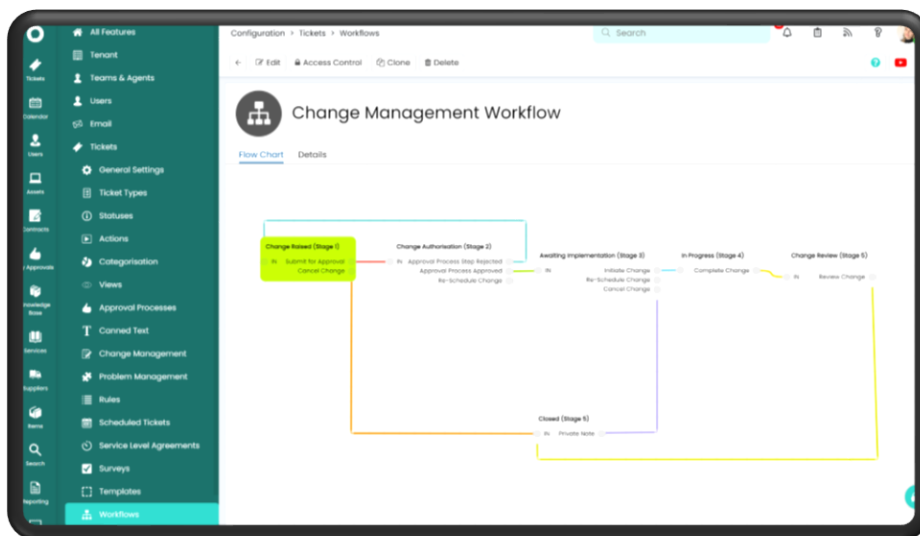
KEY FEATURES

ITIL Alignment

HaloITSM offers out-of-the-box ITIL V4-aligned workflows and request forms, including but not limited to the management of incidents, service requests, change requests, problems and events. Whilst we suggest you make use of the industry standard model available within the system, HaloITSM offers unmatched flexibility, allowing the tightest fit to even the most specific processes in place at your organisation.

Workflows and Templates

Building processes into your HaloITSM has been made simple with our drag and drop workflow builder:

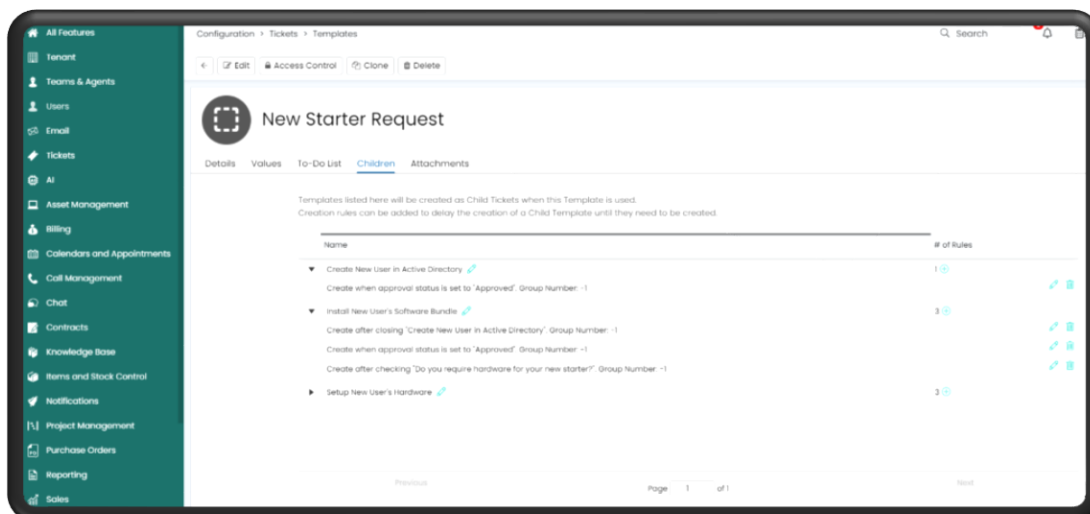


While all the industry standard ITIL V4 aligned flows are available out-of-the-box, configuring these (and even building your own flows), is a simple case of dragging and dropping steps and connectors around the screen to your requirement. These workflows will drive both the manual and automatic actions performed within a ticket record.

KEY FEATURES

Templates

In addition to workflow, templates can also be used to control a specific process that must be adhere to across all modules including request management, change management and projects. For example, automatically creating child task tickets from a new starter request, allowing for the seamless delegation of each element of this complex work item, within IT or beyond to Facilities or HR teams. The creation of these child tasks can be controlled by creation rules set within the template which ensure tasks are created at the right time and only in the correct circumstances.



Templates can also handle any to-do lists that are associated to any processes and ensure these are completed and audited before something is progressed. Creating templates is very simple in HaloITSM, with this process enhanced by the ability to clone existing templates and save ticket records as templates to be applied in the future.

KEY FEATURES

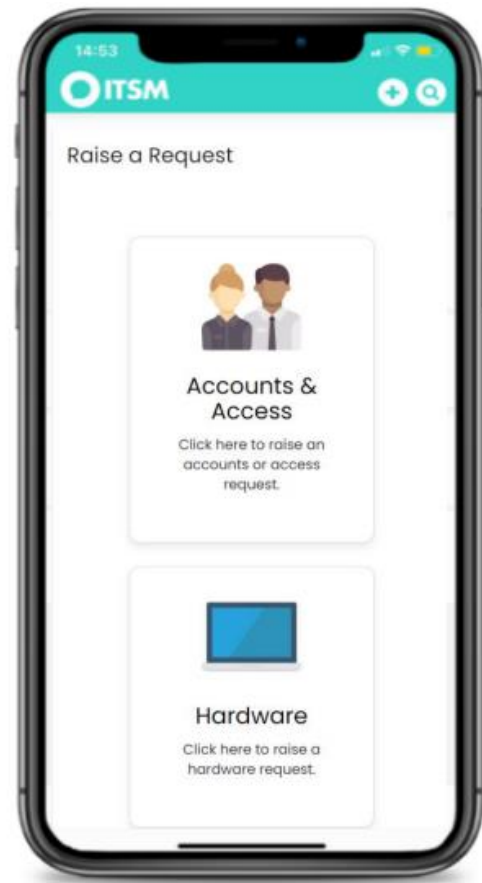
Self-Service Portal

The HaloITSM self-service portal can be wholly white labelled and it's configuration is completely codeless. Service options for users can be altered in a drag and drop editor, with buttons like incident logging, multi-department service catalogue, resource booking, integrated knowledge base and operational service status pages configured out-of-the-box. User experience is driven by our virtual agent, and our Google-style search bar which allows users to search through all core entities using a single phrase or question.

User's can have entirely different experiences of the portal based on their user role/department/location, allowing multiple portals to be offered to your end-users dependent on the needs of these users.

Virtual Agent

HaloITSM's virtual agent uses the latest AI technology to frictionlessly help your end-users without human intervention. Users can chat to your white labelled bot to help with requests, incidents and even book time with one of your technicians for further assistance. The virtual agent can be used to suggest knowledge base articles to users, provide AI generated responses to users, log tickets in a conversational manner and initiate a live chat with agents. This agent is available at no extra cost.

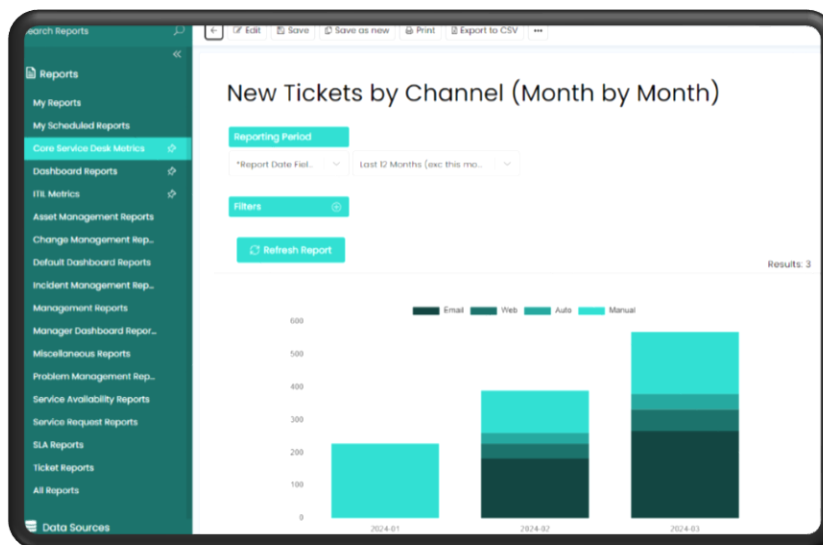


KEY FEATURES

Reporting

HaloITSM is equipped with a comprehensive reporting suite which allows you to access more than 800 pre-configured reports, as well as to build new custom ones – either through our codeless query builder, by writing custom SQL queries (a full SQL schema is published at <https://haloitسم.com/sqlschema>) or using the AI report builder. In whichever case, reports will include both custom and system fields (newly created fields are automatically added to the query builder).

As well as the above, the reporting suite in HaloITSM also includes the ability to seamlessly build graphs as part of the reports – and trendlines can automatically be derived/displayed/exported from those reports simply by ticking a checkbox.



Reports in HaloITSM can be easily exported to csv, printed to pdf or sent via email. You can set up any report to be sent by email on a schedule of your choosing, allowing key data to be in your inbox automatically.

KEY FEATURES

Integrations

HaloITSM is a highly integrated platform, with over 150 already in place and the quarterly release of new integration options for your business to take advantage of. All of the systems your organisation depends upon such as Microsoft Teams, Azure AD, Azure DevOps, InTune, Slack, SCCM and PowerShell can be seamlessly integrated with HaloITSM and leveraged at no extra cost. The majority of our integrations are listed here:

<https://haloitسم.com/integrations>, speak to us if you don't see one of your systems listed.

Identity Management



ITAM and Alerting



Remote Control



Automation



Observability



Communication



From asset management to project management and social media integrations, HaloITSM provides the tools your organisation needs to centralise your systems into a single application.

KEY FEATURES

Microsoft Teams

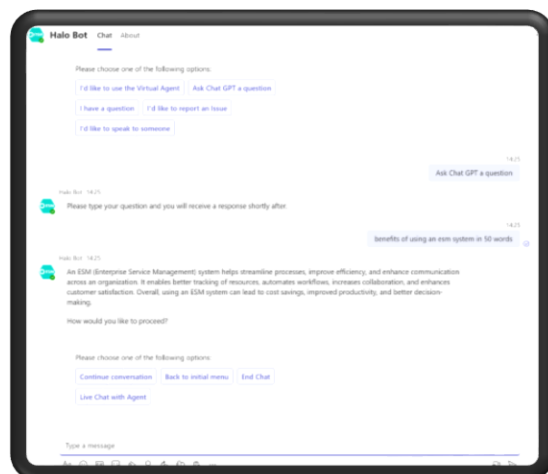
HaloITSM allows you to call or message your end-user via MS Teams without leaving a HaloITSM ticket, and seamlessly answer inbound calls intelligently using our integration proven to increase first level fix rates. MS Teams chats can be fully managed within a ticket in HaloITSM, allowing full chat history to be managed and audited within a ticket.

MS Teams invites can be sent out of the system, and automatically synced into the HaloITSM centralised calendar from Teams.

Next, our MS Teams bot allows agents to raise tickets in one-click from an end-user message and keep themselves in the loop with priority one ticket updates or find the latest update by typing a single command.

Our virtual agent can also be utilised within MS Teams, allowing your end-users to interact with a virtual agent and receive AI generate responses, knowledge base suggestions, raise tickets via the agent and initiate live chat sessions.

Additionally, embed your HaloITSM self-service portal into MS Teams for your end-users, making accessing their one-stop-shop portal easier than ever. And lastly, send notifications based on any trigger event in HaloITSM into MS Teams Channels of your choice!



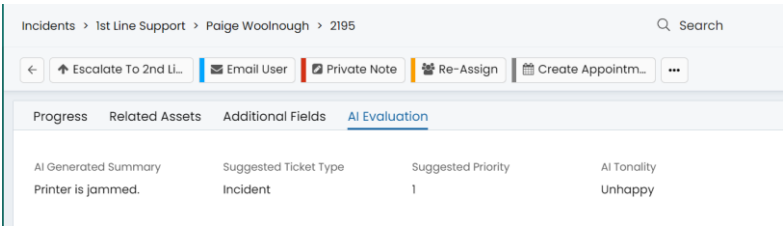
KEY FEATURES

Artificial Intelligence

Take advantage of Artificial Intelligence with HaloITSM and experience the future of IT Service Management today. Automate your processes with AITSM and further improve your business.

Optimisation of AI can be seen across a variety of areas and processes within HaloITSM including:

- Ticket evaluation
- Automated responses to end-users
- Virtual Agent
- Report building
- Knowledge base creation
- Emotion detection
- Surveys
- Alert Management



Data Source *

Use AI Query Builder

X | v

You can add more data sources by selecting Data Sources from the menu, or by downloading more from the Online Repository.

Enter a prompt to give the AI report builder. Ensure you are precise with your pompt and that you explain any user defined values, e.g. the names of Ticket Types.

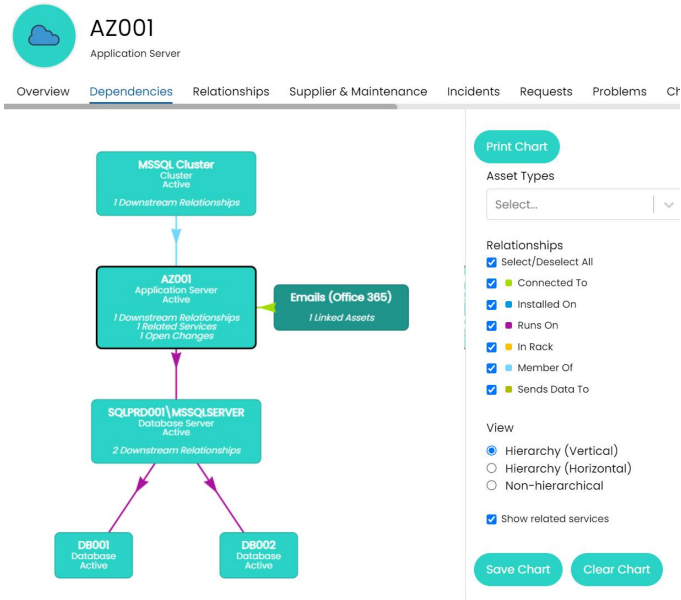
For a more detailed explanation on how to use the AI Report Builder and to view a collection of prompts to get you started, please consult the following guide [here](#).

Generate Report

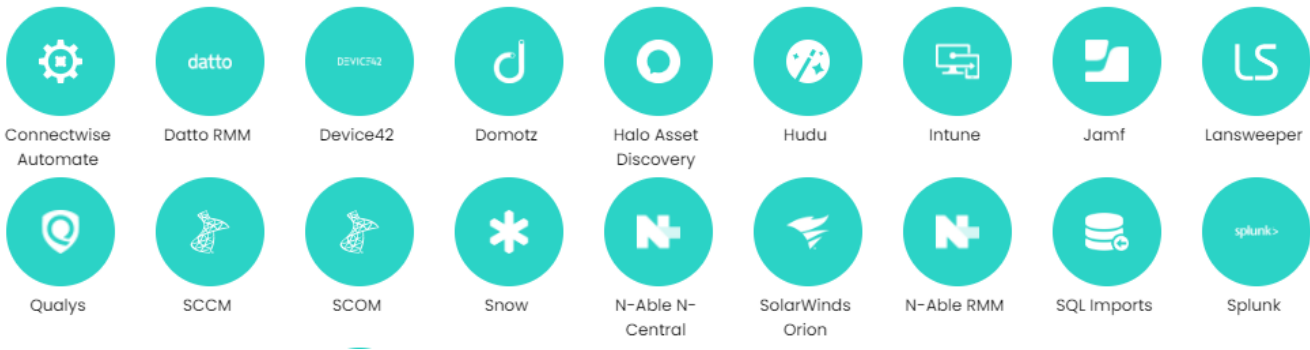
KEY FEATURES

CMDB

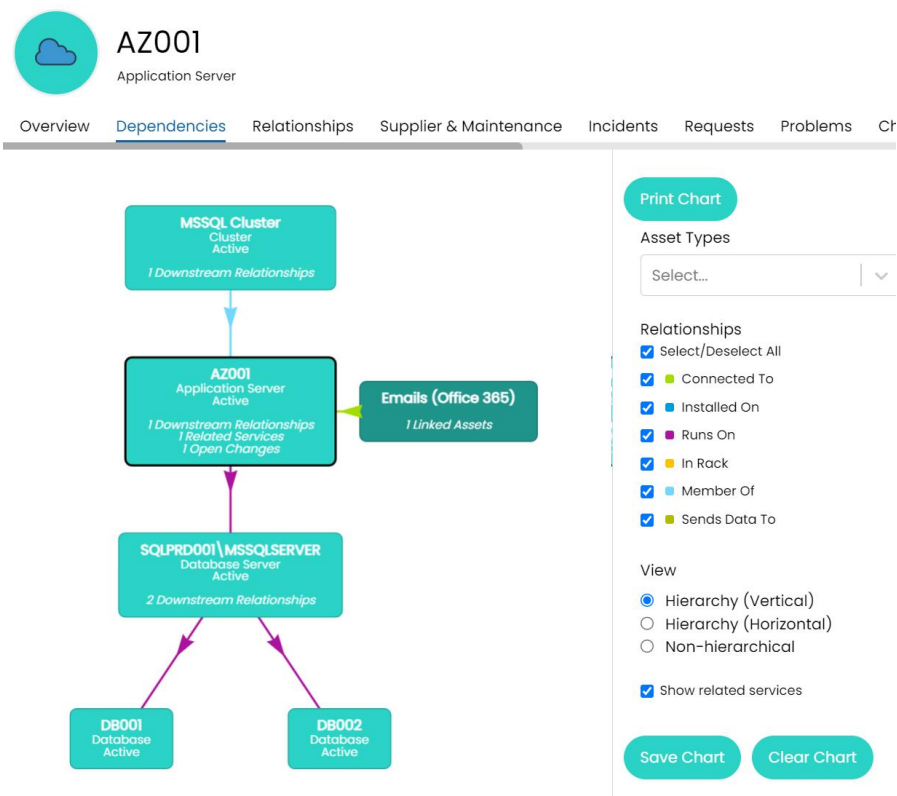
The HaloITSM CMDB allows your organisation to track end-user assets, software, configuration items, facilities and building assets and any resource that can be booked by users (such as meeting rooms or desks). It is important to note that this is wholly included in the HaloITSM license cost and is entirely unlimited in terms of how many records you track. Should you wish to automate the population of your CMDB, HaloITSM does offer a discovery tool add-ons via either Lansweeper or Device42 and can facilitate product demonstrations for either of these as part of the sales process.



HaloITSM does also integrate with a number of other asset discovery tools:

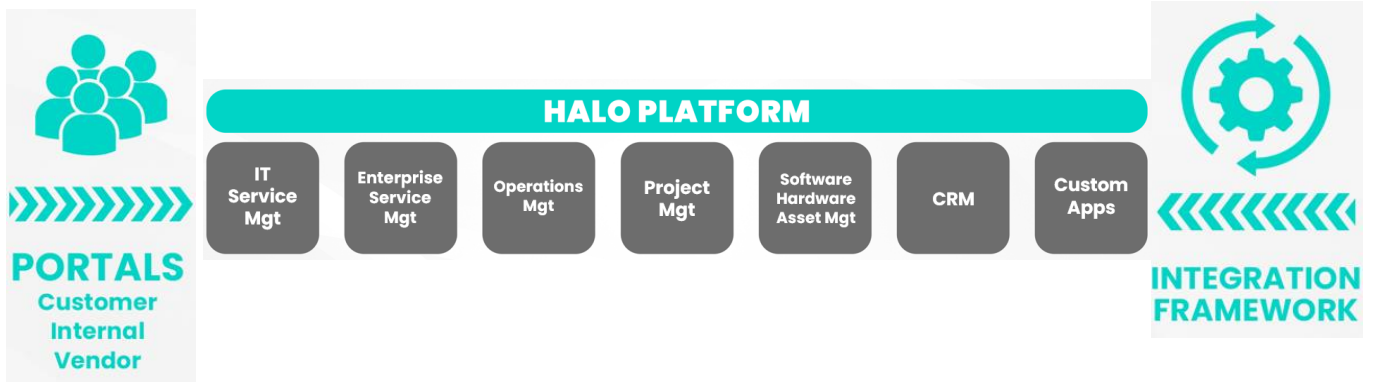


Other options to migrate data into the HaloITSM system include CSV spreadsheet, QR code and barcode scanners, and manual entry.



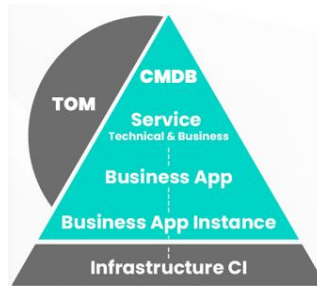
KEY FEATURES

Service Automation Framework



Halo SDM (Service Data Model)

- ❖ Best practice CMDB class model.
- ❖ Focuses on services that own and consume business applications which are deployed and connected to infrastructure.
- ❖ This class data are intrinsic to all ITSM processes.



Halo TOM (Target Operating Model)

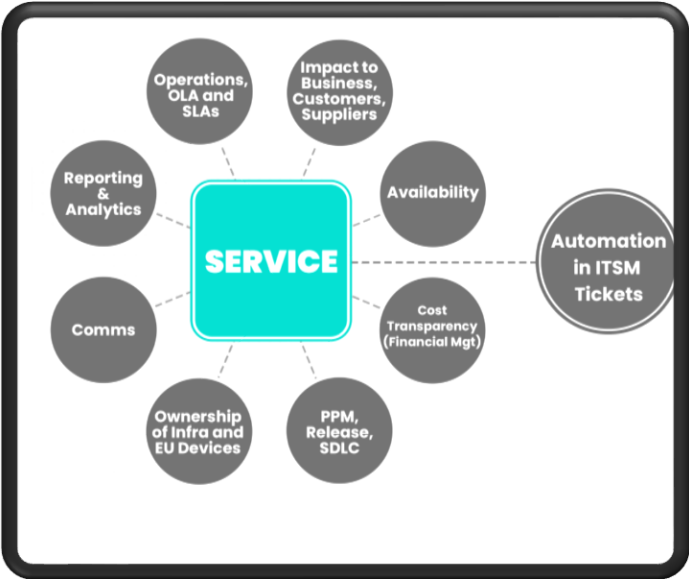
- ❖ Best practice RACI model for ownership, support and delivery of services.
- ❖ Enables federated maintenance of CMDB data (the quality and coverage of which is critical).
- ❖ Drives process automation (assignment, escalation, approval, review, notification, etc).

Benefits of SDM

- Establishes a standardised and consistent set of terms and definitions across all HaloITSM products.
- Enables service reporting, cost transparency, and offers prescriptive guidelines for service modelling within the CMDB.
- Provides a blueprint to map various types of IT services to the business applications and infrastructure they are connected to and running on.
- Adopting the SDM framework ensures the full benefits of the platform while future-proofing it.
- This model has been successfully deployed in many large enterprise customers.
- Focuses on elements that bring immediate business value while also outlining a roadmap for future maturity.

KEY FEATURES

Service Centric Approach



Process	Feature
TOM	Process roles and responsibilities for the service.
Incident and Problem	Categories, assignment rules, escalation rules, notification, resolution and cause codes, impact, SLM.
Major Incident	Categories, ownership, mobilisation of rapid response teams, communications (to subscribers), resolution and cause codes, impact, service health.
Change	Categories, risk determination, assignment rules, approval/review rules, closure codes, break glass.
Request	Catalogue mgt, assignment rules, approval rules.
Knowledge	Knowledge lifecycle ownership.
Configuration	Federated configuration management by the people that understand the service.
Reporting	Key operating metric aligned to services such as performance, availability, capacity data.

KEY FEATURES

Automation & Orchestration

Key to the success of any effective service team is the automation of manual and repetitive tasks. HaloITSM's automation engine facilitates this, allowing a multitude of actions to be carried out without human intervention. Some of the most common use cases for the engine include:

- Automation of emails sent out at any point in a given process.
- Automatic notifications sent to any party via SMS, email, Microsoft Teams and many more mediums.
- Automatic update of the operational status of a given service on our self-service portal.
- Automatic creation of tickets in a third party system, such as Azure DevOps or Jira.
- Automatic updates to related or child tickets, to allow seamless collaboration across different members of your team.
- And much more!

The HaloITSM automation engine also facilitates orchestration outside of the system. This allows work items to be automatically fulfilled, such as the creation of users in Active Directory, or granting access to a shared drive from a service request made on our self-service portal. We offer out-of-the-box integration with orchestration tools like Microsoft Orchestrator, Powershell and Azure Automate to carry these processes out, and have a bank of scripts your organisation are welcome to leverage should you desire.

SECURITY

Information Assurance



HaloITSM hosts Service Data in AWS data centres that have been certified as ISO 27001, PCI DSS Service Provider Level 1, Cyber Essentials certified and SOC 2 compliant. Our AWS infrastructure services have a multitude of physical security measures and internally, our globally distributed infrastructure and security team is on call 24/7 to respond to security alerts and events.

All Communication with HaloITSM UI and API are encrypted via industry standard HTTPS/TLS (TLS 1.2 or higher) over public networks. HTTP Strict Transport Security (HSTS) is also active on all app servers to keep all traffic secure at all points. TLS encrypts and delivers email securely, mitigating eavesdropping between mail servers where peer services support this protocol. Service Data and backups are also encrypted at rest in AWS using AES-256 key encryption. In terms of password security, asset password fields, client secrets and any other sensitive data are all encrypted using X509 Certificates.

AWS Scaling and protection services provide excellent protection along with our use of AWS WAF which identifies and blocks threats. Access to the HaloITSM Network is restricted by need to know basis. Only whitelisted IP addresses can access the network and access is restricted by role. This is regularly audited and monitored and is controlled by our Infrastructure Team. Multi Factor Authentication is also required throughout the network.

SECURITY

Business Continuity

Our Disaster Recovery Plan ensures that services remain available and are easily recoverable in the case of a disaster. This is accomplished using robust network architecture and the use of multiple availability zones at AWS data centres. HaloITSM uses service clustering, network redundancies and failover to eliminate any single points of failure. Strict hourly backup schedule and use of multiple availability zones in each data centre enable us to deliver high level of service availability. Back ups can be restored in event of a region-level outage, with our RTO at 2 hours and RPO at 5 minutes. HaloITSM maintains a publicly available status page at <https://status.haloservicedesk.com> which includes system availability details, scheduled maintenances and any service incident history.

Network Security

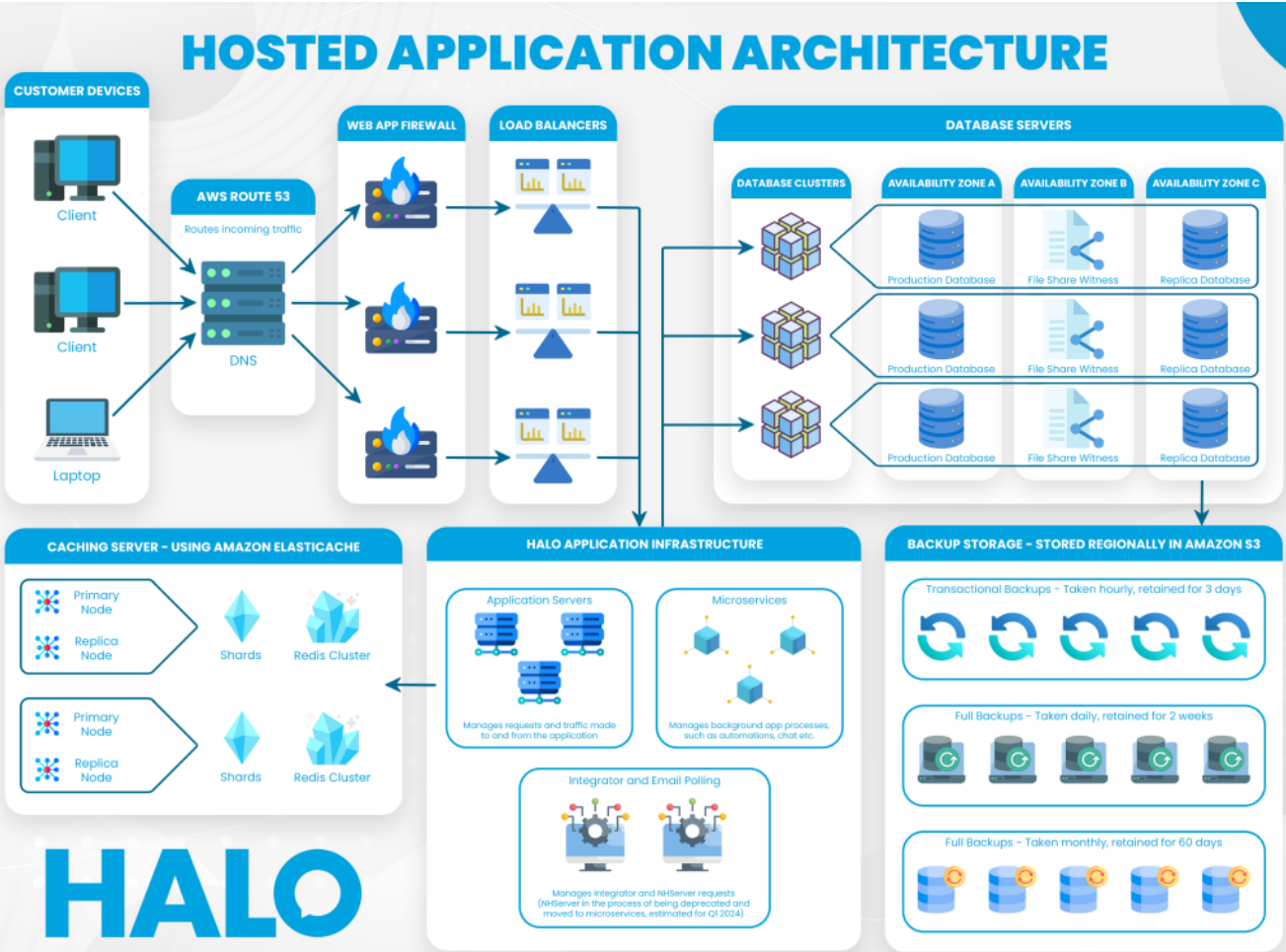
Our network is protected using key AWS security services such as AWS WAF and shield using AWS Managed rule sets which monitor and/or block known malicious traffic and network attacks. All requests are logged and are regularly audited internally. Regular Network security scans give us deep insight for quickly identifying any potential vulnerabilities in the system. HaloITSM employs third-party security experts to perform a broad penetration test across the network. This is in addition to the internal scanning and testing performed regularly. Service points are constantly monitored to detect anomalous behaviour. Systems are configured to generate alerts if certain values exceed certain thresholds. These are monitored 24/7. Further detail can be found here:

<https://haloitsm.com/security/>

SECURITY

System Architecture

Below delineates the standard HaloITSM system design:



SECURITY

Trial Availability

HaloITSM offer a 30 day free trial. These instances are a mirror of our production environments on the Beta version of the software, allowing you to test all elements of the system without constraints. You will not have to give card details, and you will be fully supported from your assigned HaloITSM Account Executive (on-site or remote). After the 30 day evaluation period, please get in touch with your Account Executive who will be able to convert your trial environment to our production infrastructure should you wish to do so. Otherwise, a fresh environment can also be provided.

BUYERS GUIDE

Purchasing Process

HaloITSM have a simple purchasing process, just start by emailing or calling us via the details at the end of this document and tell us a little about what you're looking for. One of our ITSM experts will then will then guide you through an initial discovery call to learn more about your needs, usually in preparation for a technical system demonstration. Commonly prospective clients then go through a referral call with one of our existing customers, some further technical calls to confirm system integration and security, before finally working closely with us to ensure a smooth contract sign-off process.

Outcomes

A better relationship with your service management provider, which doesn't stop post-sale.

A richer and more intuitive end-user experience, leveraging Microsoft Teams/Slack and a Virtual Agent.

A deeper understanding of trends and performance for all departments through our in-built reporting function and drag and drop dashboards.

Greater control of the configuration of your system, with an intuitive, low/no code UI.

Mature adoption of AI, through ticket evaluations, automated responses, reporting building, Virtual Agent and more.

LICENSING

Service Definition

HaloITSM operates with a simple, all-inclusive model when charging for procurement of the software. We do not charge for end-users, approvers, assets or functionality in a modular structure, instead we will only charge you for the number of agent licences you require. You are able to procure a mix of both named and concurrent licenses. No tiered-plans or locked-away features, just all-inclusive ITSM.

The per licence cost will also decrease in an economy of scale as the number of licences you require increases. This is true throughout the duration of your contract with us, not just when initially purchasing the platform, giving our clients an incentive to grow and bring other teams into the platform. All prices listed exclude VAT and are preferential for the G-Cloud 14 Digital Marketplace, and can be offered on single or multi-year contracts:

Agent Count	Named License Cost Per Month	Concurrent Licence Cost Per Month
25	£58	£116
50	£53	£106
100	£48	£96
200	£43	£86
300	£38	£76
500	£33	£66

PROFESSIONAL SERVICES

Professional Services and Onboarding Approach

The HaloITSM support and consultancy departments are ready to help you get the most out of the platform, using their experience working with other clients in your sector, across the globe.

To guide our customers through the migration process we offer a variety of professional services bundles to deliver configuration options in a one-off cost. Our project approach differs from our competitors in that we use all stages of the onboarding process as a training opportunity, allowing your organisation to gain a 360° view of the system and learn HaloITSM best practices. This also means the future time and financial resource required to administer and expand the system is minimal.

Our onboarding approach follows 8 core steps; Discovery, Design, Build, Training, UAT, Go Live, Hypercare, Project Review.



PROFESSIONAL SERVICES



Discovery

The discovery stage is the bridge between pre- and post-sales. This phase of the implementation involves solidifying the deliverables agreed in the sales process, confirming timelines (if not wholly confirmed during the sales phase) and gathering the relevant resources to make the project a success. Ultimately, this phase should give us a draft configuration document which maps the path ahead to the design stage.



Design

The design stage allows us to work closely with your organisation to break down the core ITIL processes and adapt our product to your organisation's needs. This is carried out in a workshop style approach, focused on each ITIL process individually. This phase will conclude with a final configuration document, which can be used to progress to the build stage.



Build

Based on the consultancy package you've chosen, the build phase of this project will be executed by your team, our team, or a combination of the two. Regardless of the plan chosen, we highly recommend a collaborative approach is taken, to ensure the whole onboarding project is treated as a training process. Rather than just configuring the system and leaving you to guess what changes we have made, all sessions associated with the above deliverables will take place in workshops. Your team will see all changes being made, and explanations on the purpose of features, functions and their associated settings will be dissected to ensure full comprehension.

PROFESSIONAL SERVICES



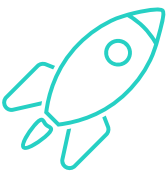
Training

This phase encompasses any specific administrator training sessions, and training of your technicians. These are dedicated sessions to tie up any loose ends and ensure all your technicians are in the loop with how to use their new system. These can be recorded and retained if desired. We will also put together a full user guide, tailored to your system's configuration, should you desire.



UAT

The UAT phase is in place to ensure that the final build matches the deliverables agreed in the discovery phase. It is also a great space to get your technicians stuck into the software in earnest, and actively engage with their new system. Your technicians will assist in the testing of all the processes in the tool, gaining confidence in how to use the system at the same time. We recommend a few sample requests are pushed through HaloITSM and the incumbent system simultaneously, to confirm there is no loss in functionality and to see how time is actively being saved with the new system in place.



Go Live

The launch of your new HaloITSM system will take place on an agreed time and date, and we can support you remotely or on-site depending on the agreement made in the discovery stage. We like to take a hands-on approach during this phase, ensuring the initial launch of the platform is a total success and is carried out in a manner that is as risk-free as possible.

PROFESSIONAL SERVICES



Hypercare

Hypercare ensure your team get the best possible assistance in the early stages of using your platform. This is more tailored and has a tighter agreement in place for response and resolution times than our BAU service, ensuring your organisation is holistically supported during this crucial early period.



Review

Following the successful deployment of your new system, we will have a review session internally, and with your organisation, to celebrate the successes and learn from any points of improvement from your implementation project. This will be carried out with yourselves, your Customer Success Manager and your assigned project lead. Any areas for improvement will have action plans placed against them, to ensure remedial action is taken quickly and effectively.

PROFESSIONAL SERVICES

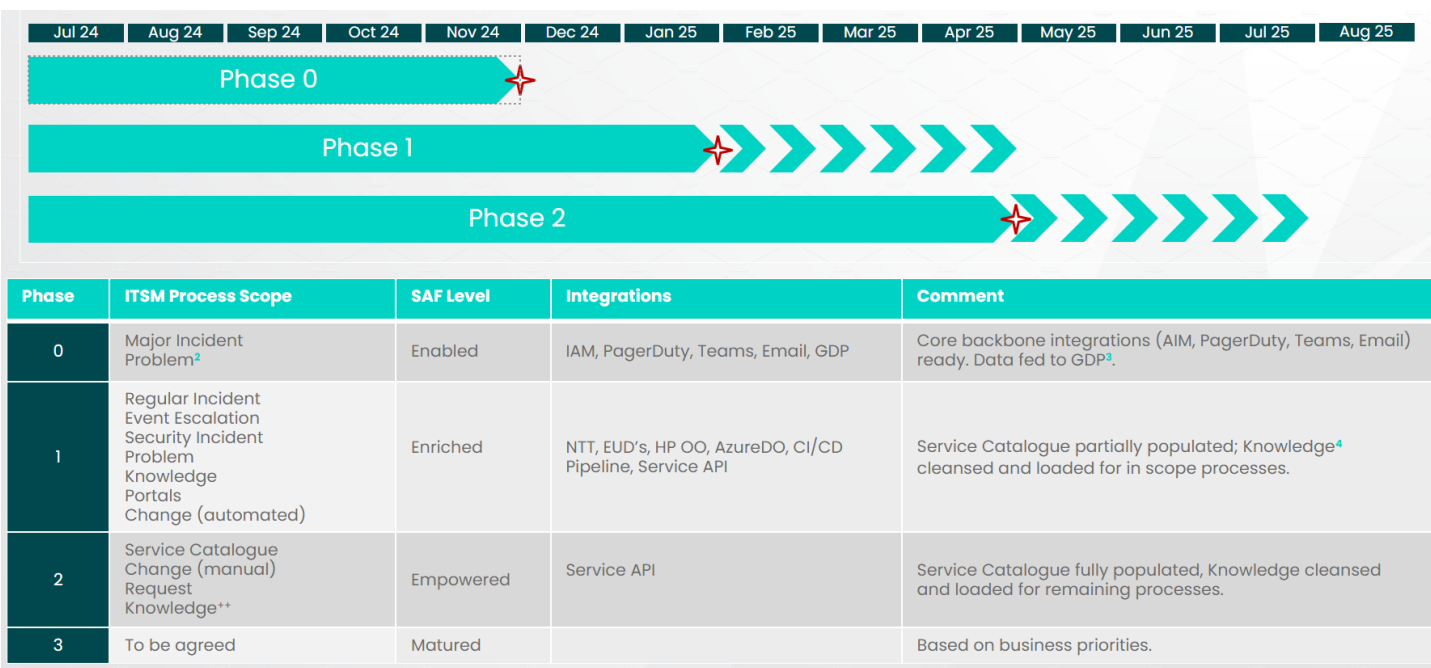
Please see the below HaloITSM professional services packages, including pricing and the services included. It is important to note that all the below options include extra project management time outside of the delineated meetings:

	Simple £5,000	Premium £16,000	Enterprise From £29,000
HaloITSM Consultant	Included	Included	Included
Timeframe	8 Weeks	16 Weeks	Tailored
Meetings Per Week	2x 1 Hour Sessions	3x 1 Hour Sessions	Tailored Plan
Delivery	Remote	Remote	On Site Option
Configuration Ownership	Client	Collaborative	HaloITSM
Project Management	Basic Implementation Plan	Standard Implementation Plan	Tailored Implementation Plan
Training Package	2x 1 Hour Sessions	4x 1 Hour Sessions	Tailored with Personalised "User Guide"

Extra weeks can be purchased at a rate of £700 + VAT per week.

PROFESSIONAL SERVICES

Example Tailored Implementation Plan:



The cost of a Tailored implementation will depend on levels and maturity and overall complexity.

YOU'RE IN GOOD COMPANY...

CARDIFF CITY COUNCIL

"HaloITSM's flexible approach has allowed us to seamlessly replace the existing system whilst maintaining service to our customers. The training and consultancy services provided allowed us to train all staff involved, identify and develop areas of improvement."

- Andrew Hopkins, ICT Applications Team Manager,



Clear visibility of 13,000 tickets logged per month across 50 teams



Increase in efficiency, saving both time and money.



Fast and accurate responses to internal and external enquiries

The City of Cardiff Council made the switch from QSM to HaloITSM in July 2016. QSM was being used by a range of departments, including ICT, facilities management and member's enquiries, so the replacement system needed to be extremely flexible and scalable. Following a tender process, HaloITSM was chosen because it provided Cardiff with a cost-effective solution to centralise their business systems across multiple departments.

Following a successful implementation, training was scheduled. HaloITSM provided both one to one training for administrators and group seminars to all other agents. The pace of the training was really appreciated, and everyone had a good understanding when it came to be going live with the system the following week. A similar approach was taken to the other departments having HaloITSM implemented. Requirements were scoped, configuration delivered, and training provided to ensure that the process of going live went smoothly.

At the time of writing, HaloITSM is implemented within ICT, member's enquiries and facilities management. A total of 13,000 tickets are logged monthly between 50 different teams and HaloITSM has resulted in significant efficiency gains. As well as the increased usage, the use of the mobile applications within the facilities team and connecting SharePoint within the HaloITSM knowledge base are being discussed.

ONGOING SUPPORT

In addition to our in house support offerings that are included as standard as part of all HaloITSM contracts, ongoing consultancy packages can be purchased alongside licences and implementation services to enhance your ongoing support. Some of the aims of our consultancy packages include:

- Evaluating the usage of live environments and suggesting improvements.
- Learning about recently added features and their benefits.
- Making configuration changes to improve the efficiency of the system.

BRONZE

£4,000

PER ANNUM

TRAINING

✓ ½ Day Remote Consultancy (Quarterly)

✓ Live Environment Review

✓ Feature Changes Review

✗ Evaluation of ITIL Alignment

✗ Personalised SLA Reports

✗ Consultancy Hours

✗ Technical Account Manager Support

✗ Development Hours

✗ 24/7 Support

SILVER

£8,000

PER ANNUM

TRAINING & SUPPORT LITE

✓ 1 Day Remote Consultancy (Quarterly)

✓ Live Environment Review

✓ Changes & New Features Review

✓ Evaluation of ITIL Alignment

✓ Personalised SLA Reports

✓ 10 Consultancy Hours

✗ Technical Account Manager Support

✗ Development Hours

✗ 24/7 Support

HALOITSM

GOLD

£12,500

PER ANNUM

TRAINING & SUPPORT FULL

✓ 1 Day On-Site Consultancy (Quarterly)

✓ Live Environment Review

✓ Changes & New Features Review

✓ Evaluation of ITIL Alignment

✓ Personalised SLA Reports

✓ 25 Consultancy Hours

✓ Technical Account Manager Support

✗ Development Hours

✗ 24/7 Support

HALOITSM

PLATINUM

£20,000

PER ANNUM

ENTERPRISE

✓ 2 Days On-Site Consultancy (Quarterly)

✓ Live Environment Review

✓ Changes & New Features Review

✓ Evaluation of ITIL Alignment

✓ Personalised SLA Reports

✓ 50 Consultancy Hours

✓ TAM & Managed Configuration

✓ 25 Development Hours

✓ 24/7 Support

SERVICE LEVEL

We have no tiered SLA offerings, just incredible customer service no matter your size or “value”:

Incident SLA	Response SLA	Resolution SLA
Priority 1 (Critical)	15 Min	2 Hours
Priority 2 (High)	1 Hour	8 Hours
Priority 3 (Medium)	2 Hours	16 Hours
Priority 4 (Low)	4 Hours	40 Hours

Request SLA	Response SLA	Resolution SLA
Priority 1 (Critical)	15 Mins	1 Hour
Priority 2 (High)	1 Hour	4 Hours
Priority 3 (Medium)	2 Hours	16 Hours
Priority 4 (Low)	2 Hours	40 Hours

Definitions:

- Critical = No access to the system or unable to use the system.
- High = Impacting day to day use and functionality.
- Medium = Impacting system functions but workaround possible.
- Low = Low impact for specific non-critical action.

SERVICE LEVEL

Customer Responsibilities



As with any ITSM software, there is a level of customer responsibility that our clients must undertake. While we do everything in our power to guarantee customer security and have an impressive background of maintaining a safe and secure platform, users must be prepared to safeguard their own instance of HaloITSM. This includes the use of strong passwords, which are changed on a regular basis and where possible using HaloITSM's multi-factor authentication functionality. Furthermore, our customers are responsible for the general admin of their own HaloITSM instances. To facilitate this, we provide our customers with extensive training and configuration assistance courtesy of our highly trained consultancy team during the on-boarding process. We then have a dedicated account management and support team ready to help clients with any questions they have regarding configuring the system once they have gone live with HaloITSM. This approach gives our customers the freedom to configure and maintain the system in the way they wish, but in a highly supportive environment.

Customer Success



Your organisation will be given a dedicated customer success manager who will carry out monthly meetings with your team at a minimum. Our customer success managers are measured directly by client happiness and retention rates. We believe the open and honest communication lines we have between our success managers and our clients is what makes our retention rates so high. Clients feel comfortable coming to their success managers with any concerns or issues, because they know they will receive honest and timely responses which will genuinely resolve their issues. We recommend you discuss this with one of our existing customers.

SERVICE LEVEL

Support Team and Request Team



Our entire support team are educated to a minimum of degree level in a related field and are highly trained in every aspect of HaloITSM, including it's development. This ensures that when you get in touch your query will be resolved efficiently by an expert, not read from a script in a call centre. As all of our customers receive the highest level of support regardless of their size or revenue, our support system stays flexible and allows all problems to be triaged on severity, getting to the best person to resolve your query quickly and accurately. Support is available 24x7 for uptime issues, and 24x5 for configuration assistance.

We also offer a report writing service within your license cost. Any report that takes one of our expert consultants less than 1 hour to write is included free of charge!

Termination and Offboarding



HaloITSM or the customer in question can terminate the service. It is the responsibility of the customer to notify HaloITSM in writing of their intent to terminate their contract 60 days before their contract expiry date. This is stipulated in our terms and conditions available on our G-Cloud listing. Once the service is terminated, your data will be kept for 3 months or in line with the period agreed in the original contract. Once this period passes, your data will be deleted and will no longer be able to be retrieved.

SERVICE LEVEL

System Development and Upgrades



HaloITSM is fully developed in-house by our expert team. This means that as a company we have full granular control over our own roadmap and are uniquely positioned to genuinely listen to customer feedback and implement their ideas into the platform. This also means we can continuously provide fast version releases with new functionality, so our customers can expect new features and functions in beta versions at a minimum of once a month. You can view our online roadmap here: <https://haloitsm.com/roadmap/>.

Upgrades are completed out of hours and completed with no downtime, with no retrofitting of code. HaloITSM uses a blue-green deployment strategy for making changes to the production environment which stops any downtime from occurring and provides us the option to roll-back without impacting our customers. New versions of the system are released quarterly, including new features and larger scale changes to make the system even more secure. Beta versions are released every two weeks, we usually recommend these are used in sandbox environments only.

TRUSTED BY GLOBAL BRANDS

At HaloITSM our solution powers organizations across the globe, driving efficient ticket management and enabling our clients to deliver exceptional service levels. HaloITSM is a leading out-of-the-box platform, enhanced by flexible configuration and development delivered by our experienced team in partnership with our clients. Our partners benefit from the commitment and responsiveness that is the mark of our agile team.

We have implemented our ITSM solution for multiple clients in the public sector previously, with ITIL processes and integrations at the core of the solutions we have built. We are confident in our ability to deliver this project on time and to the highest standards, HaloITSM is the ideal partner for this project, and we thoroughly look forward to working with you.



Get In Touch

Company Name

Product

Primary Contact

Primary Email

Primary Phone

Address

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