

HalolTSM

G-Cloud Service Definition

In partnership with





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, 24 hours a day.



Building a Relationship

In our eyes, developing a partnership-style relationship with clients is key to providing effective software as a service. We pride ourselves on the fact that we constantly listen to our customers and what the market wants and develop our software accordingly. We maintain a close relationship with customers either directly or through specialist HaloITSM services partners.



Low / No Code

HaloITSM has an entirely low/no code interface with a built in configuration console. That means you don't need an army of developers or any specific coding knowledge to successfully and effectively administrate our platform and it's out-of-the-box best practice processes. It also makes the system extremely scalable to other departments with any sort of service management use case, commonly including Human Resources, Facilities and Finance teams.



All Inclusive Pricing

Here at HaloITSM we don't believe in hidden costs, paywalls or introducing financial barriers to getting the most out of our software. We simply charge for the number of agents who need to use the platform, and any assistance you need to get setup. And that's it! Over the lifetime of your contract, purchasing additional licences can mean a reduced per licence cost.



UK Based

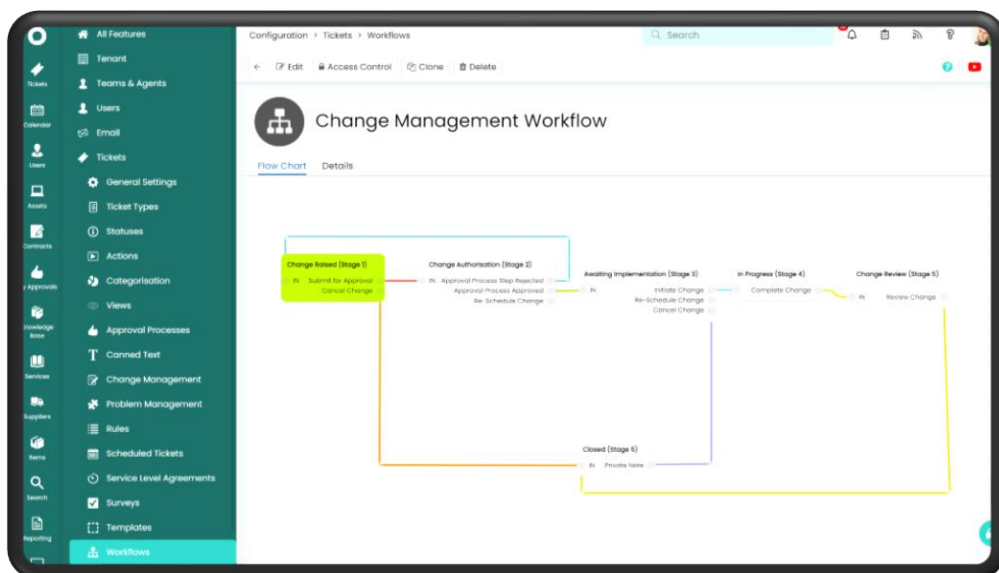
All of our UK based public sector clients enjoy the benefit of working with our expert UK based team, and having their data hosted right here in the UK, leveraging AWS.

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. Templates can also be used to control the process a specific request type adheres to. 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.

Integrations

HaloITSM is a highly integrated platform, with over 100 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.



Microsoft Teams

Integration with Microsoft Teams is offered in five different places within the software. Firstly telephony. HaloITSM allows you to talk to 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. Secondly, 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. 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!

Self-Service Portal

The HaloITSM self-service portal can be wholly white-labelled and its 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.



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. This agent is available at no extra cost.

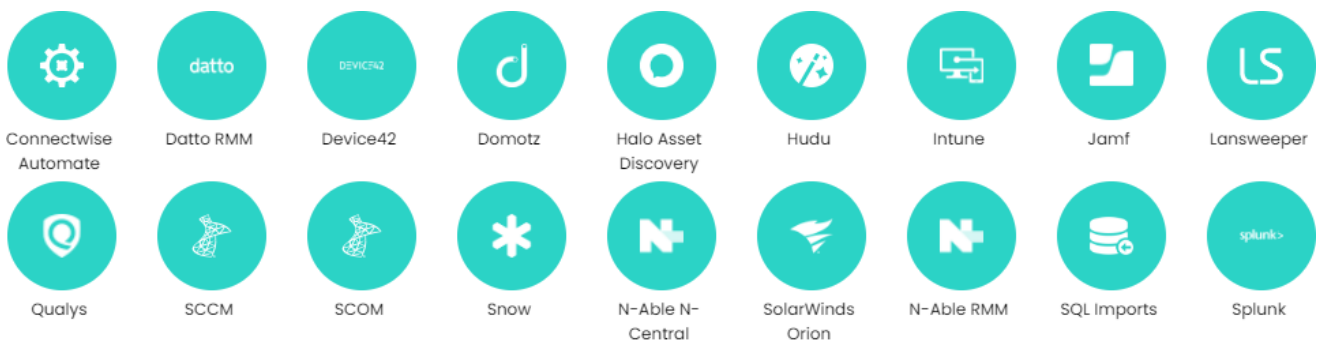
Reporting and Dashboards

Real-time reporting and dashboarding comes as standard with your HaloITSM licenses, with 500 available out-of-the-box including the SDI recommended ITIL reports. Making reports and dashboards is simple, with a drag and drop editor to allow you to make an unlimited number of your own. Integrating your own reporting tool is also possible, PowerBI being one of our most popular integration options for this.

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 which has been developed in partnership with the expert team at Lansweeper.

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



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

Configuration Items

In terms of tracking configuration items, HaloITSM lets you track unlimited CI's and create relationships between them to make a visual, colour coded dependency map. This function allows you to track upstream and downstream dependencies between records, facilitating more intelligent change control. Whether this is analysing risk effectively before completing a change by looking at how a change will impact other CIs or applications, or analysing the breadth of a major incident affecting a CI and it's downstream related CIs. Each CI also has a change audit history against it, allowing you to see a granular record of any alterations made to it. This is populated automatically.

Automation

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!

Orchestration

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.



PowerShell



Azure
Automation



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 compliant and/or 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.

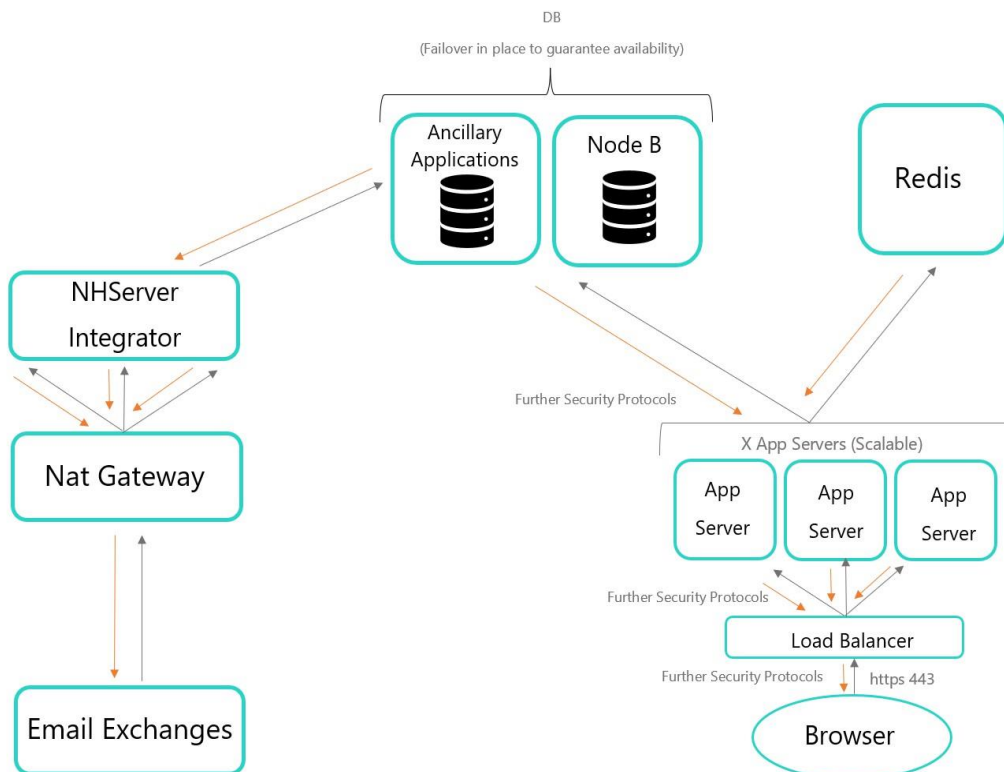
AWS Scaling and protection services provide excellent protection along with our use of AWS WAF which identifies and blocks threats. Access to the HaloITSM Network is restricted by need to know basis. Only whitelisted IP addresses can access the network and access is restricted by role. This is regularly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

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 4 hours and RPO at 1 hour. HaloITSM maintains a publicly available status page at <https://status.haloservicedesk.com> which includes system availability details, scheduled maintenances and any service incident history.

System Architecture

Below delineates the standard HaloITSM system design:



Network Security

Our network is protected using key AWS security service 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 thresholds. These are monitored 24/7. Further details can be found here:

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

Purchasing Process

We 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 guide you through an initial discovery call to learn more about your needs, usually in preparation for a technical system demonstration. Commonly prospective clients 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.

Business Benefit Outcomes of Procuring the Solution

- A richer and more intuitive end-user experience, leveraging other popular applications such as Microsoft Teams, Slack, 100's of other applications as well as a Virtual Agent.
- A deeper understanding of trends and performance for all departments through the HaloITSM in-built reporting function and drag and drop dashboards.
- Process automation for repetitive tasks, within HaloITSM and using Powershell and Azure Automate for external automations.
- Gain efficiency through breaking down complex work into manageable tasks for delegation across your service teams.
- A better relationship with your service management software provider which doesn't stop post-sale.
- Greater control of the configuration of your system, with an intuitive low/no code UI.

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. 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.

Concurrent Licences

HaloITSM is available with concurrent licensing, also known as a floating user pricing model. Simply speak to us via the contact details in our listing and we can provide a personalised quote that meets your requirements.

Professional Services and Onboarding Approach

HaloITSM support and consultancy is delivered against a 8 step process which is designed to help you get the most out of the platform.

To guide customers through a migration process from other ITSM tools, a variety of professional services bundles are available to deliver configuration options in a one-off cost. The project approach differs from HaloITSM's competitors in that all stages of the onboarding process is used 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.

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





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.



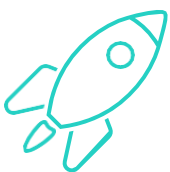
TRAINING

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.



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. Any areas for improvement will have action plans placed against them, to ensure remedial action is taken quickly and effectively.



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://haloitسم.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.

HALOITSM; 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 with CTMS Service Management

A HaloITSM Services Partner

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About CTMS Service Management Ltd

CTMS is a leading UK based IT Service Management solutions provider that empowers organisations to streamline their IT operations and deliver exceptional service experiences. With a focus on innovation and user-centric design, CTMS Service Management offers a comprehensive suite of tools and services designed to enhance IT support and drive business success.

CTMS has a team of IT consultants with a proven track record in delivering service management technical and process consultancy, implementation, training and support services.

We will ensure that your Halo technology implementation aligns closely with your business processes.

Partnering with CTMS will help you develop a continual service improvement culture and create an agile and efficient IT function. As part of a technical scoping, design and implementation engagement, we will provide digital process maps that overlay the business workflows with human, system and technical configuration interactions. Process maps will give you a framework for system testing and user training and a baseline for future workflow and technology configuration improvement.

OUR SOLUTIONS

Improve IT services, customer experience, efficiency and security

- IT Service Management
- Enterprise Service Management
- CX / IT Experience Management
- IT Automation
- IT Asset & Security Management

OUR SERVICES

Make IT more efficient, agile & business centric

- Technology Deployment
- Business Process Mapping
- Process Management Optimisation
- Continual Service Improvement
- Technology Investment Justification

WE HELP YOU

- Align technology to business processes
- Achieve IT agility & efficiency through process clarity
- Simplify the complex
- Document interactions between people, processes and technology
- Improve your IT maturity

Contact Us

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