

HaloCRM

G-Cloud Pricing Documentation



We Are HaloCRM – The Service Delivery Partner

HaloCRM is a best in class, low to no code solution with out-of-the-box industry best practise processes and workflows. Our organisation has been delivering fast time to value across the globe for over 30 years, with our simple, non-modular pricing structure and partnership approach being key drivers to our success. Developed by our expert in-house team, HaloCRM blends industry best practises and feedback from our global customer base together, into a future proof solution designed for exceptional customer service teams.

“

“Working with the HaloCRM team has been fantastic. Everyone has been so accommodating during the process. My only regret is not finding this product sooner!”

– Olive Campbell, Customer Engagement Specialist, Motif Labs

”

Here at HaloCRM we don't believe in hidden costs, paywalls or introducing financial barriers to getting the most out of our software. We believe that loyalty should be rewarded too, so over the lifetime of your contract, purchasing additional licences can mean a reduced per licence cost.



LICENSING

All-Inclusive Model

HaloCRM operates with a simple, all-inclusive model when charging for procurement of the software. We do not charge for contacts, storage 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 CRM.

The per-license cost will decrease with economies of scale as the number of licenses 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 15 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	£45	£90
25-49	£41	£82
50-99	£39	£78
100-249	£35	£70
250-499	£29	£58
500+	£20	£40

A PLATFORM DESIGNED TO SCALE

Customer Centric Collaboration

Blend your workflows between multiple customer facing departments and gain a true picture of your customer's journey in a truly collaborative CRM. HaloCRM enables you to join together siloed service areas to create seamless processes and a great experience for your customers. As HaloCRM operates with an all-inclusive licensing model, our clients have a barrier-free configuration and administration experience. We pride ourselves on being one of the most scalable platforms on the market, with the ability to turn features on and off with ease as the number of departments using the platform increases or as your requirements change. Your organisation can rest assured they will never be in the disappointing position where you feel you must work around the system, rather than having the system work seamlessly alongside your team.



"HaloCRM always implement a solution that will suit the packages and processes that we are using."

– Rebecca King, General Manager at Just Fabrics Ltd



Adding on Licences

We aim to make expanding HaloCRM as easy as possible. Customers can add on as many license as they wish, with whichever license model they wish (concurrent or named) at any time throughout the duration of their contract with us. To procure more licences, clients need only email their Customer Success Manager, who will put this in place within the same working day. Our customers will only ever pay for the licences they are using, as we bill additional licences pro rata to your renewal date.

PROFESSIONAL SERVICES

Onboarding Approach

The HaloCRM support and customer experience 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 setup bundles to help you get off to the best start with HaloCRM in a one-off cost. Our onboarding approach differs from our competitors in that we use all stages of the process as a training opportunity, allowing your organisation to gain a 360° view of the system and learn HaloCRM 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, Testing, Go Live, Hypercare, Project Review. These steps ensure a risk free, low impact migration path for all our new clients, with the agent and customer experience at the heart of the build.

STEP 01 Discovery

Pre-sale discussion(s) to confirm exact requirements and scope the project.



STEP 02 Design

Pre and post-sales discussions to give both parties clarity on how the final build will look.



STEP 03 Build

Configuration of the system in accordance with the design plan.



STEP 04 Training

Administrator and service agent training seminars.



STEP 05 Testing

Final checks to ensure all processes and configuration are ready to go.



STEP 06 Go Live

Launch day! Start using HaloCRM, fully supported by your in-house consultant.



STEP 07 Hypercare

Early support with your use of the software, ensuring those crucial first weeks are plain sailing.



STEP 08 Review

A meeting with all key stakeholders from your organisation and HaloCRM to review the implementation and make plans for the future.



PROFESSIONAL SERVICES

Onboarding Packages

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

	Simple £5,000	Premium £16,000	Enterprise From £29,000
HaloCRM 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	HaloCRM
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.

Ongoing Support

Standard Support

HaloCRM provides in house support to all customer's as standard. This support includes access to support staff in all HaloCRM offices across the globe.

Multiple support locations enable 24/5 support to be offered as standard to all customers for any requests being logged with 24/7 uptime support available.

Further details of HaloCRM support and SLAs are included in our terms and conditions.

As well as access to our support teams, all customers receive a dedicated Customer Success Manager for any commercial enquiries throughout their contract.

“

“What I have been most impressed with is that the team at HaloCRM genuinely want to work with you, to support you, to build a product that works for you, and the care given feels like a true partnership rather than HaloCRM just being a service provider to us.”

– **Nicole Hinrichsen, EMEA Payroll Manager at Amesto Global**

”

Partnership-Style Service

In our eyes, developing a partnership-style relationship with our clients is key to providing effective software as a service. We pride ourselves on the fact that all our operations are in-house, and our clients enjoy a direct relationship with the entirety of our expert team. Our implementation services are always delivered by an in-house consultant. We will never put you in the hands of one of our partners unless you ask us to.

TRUSTED BY GLOBAL BRANDS

At HaloCRM our solution powers organisations across the globe, driving efficient customer management and enabling our clients to deliver exceptional service levels. HaloCRM 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. With a wealth of experience implementing our solution in the public sector, we are confident in our ability to deliver your project on time and to the highest standards. HaloCRM is the ideal partner for this project, and we thoroughly look forward to working with you.



Get In Touch

Company Name

Halo Service Solutions Ltd

Product

HaloCRM

Primary Contact

Andrew Chipchase

Primary Email

Andrew.Chipchase@imaginehalo.com

Primary Phone

+44 1449 833 111

Address

Halo House, Gipping Way, Stowmarket, Suffolk. IP14 1GJ.