



HaloITSM

G-Cloud Pricing

HALOITSM

Table of Contents

Our All-Inclusive Model 3

Licence Definitions 4

Adding On Licenses 4

Professional Services 5

Our All-Inclusive Model

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. 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:

Cost per month

Licence Count	Named Licence	Concurrent Licence*
1 - 24	£57	£114
25-49	£54	£108
50-99	£51	£102
100-149	£48	£96
150 - 199	£45	£90
200-299	£42	£84
300-499	£37	£74
500-1,000	£32	£64
1,000-1,999	£27	£54

*One concurrent licence is worth two licences when calculating your total licence count and the appropriate price bracket. For example if you require 30 concurrent licences this equates to 60 licences and would be £102 per concurrent licence per month.

Licence Definitions

HaloITSM offers both Named and Concurrent licencing options with the ability to utilise a mixture of the two to optimise licence usage. Explanations of the licence types are detailed on this page as well as the functionality provided to end-users to assist in your decision making for what licence type will best suit the Customer.

Named Licence: Each named licence provides the user with “reserved access” in to the HaloITSM agent platform. This ensures this user can always log in and is advised to be used for permanent staff who will be working in the platform full time.

Concurrent Licence: Each concurrent licence provides “shared access” in to the HaloITSM agent platform. This allows multiple agents to share a licence (they will still have separate logins, SSO, etc) to enable your organisation to only pay for the number of agents using the platform at one time in stead of the number of agents that need access to the tool in total. To ensure productivity and operations are not affected by occasional crossover of agents using concurrent licences and limits being breached, HaloITSM provides a 30 minute crossover allowance and the ability for organisations to immediately increase their licence count if required.

End-Users: An unlimited number of end-users can be stored within HaloITSM and each end-user profile can access the end-user portal and the associated functionality. This includes but is not limited to the ability to partake in approvals, view reports and dashboards, raise, update and view tickets, access a change calendar and interact with the virtual agent. User roles will be set in place to ensure each end-user’s access levels are restricted as appropriate.

Adding On Licenses

We aim to make expanding HaloITSM 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

The HaloITSM certified consultants are ready to help you get the most out of the platform, using their experience working with other clients in the public sector.

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. These steps ensure a risk free, low impact migration path for all our new clients, with the agent and user experience at the heart of the build.



Please see the below HaloITSM 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 £7,000	Premium £20,000	Enterprise From £30,000
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	Standard Implementation Plan	Standard Implementation Plan	Tailored Implementation Plan
Training Package	2x 1 Hour Sessions	4x 1 Hour Sessions	Tailored with Personalised "User Guide"

In addition to the packages described above, a bespoke project can be created based on hours needed, this would be charged at £199 + VAT per hour.