

iService Solutions delivering HaloCRM

G-Cloud Pricing Document



HaloCRM

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

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“iService Solutions weren't just a vendor — they were a trusted partner. They listened, adapted, and co-created with us. The result is not only a modern CRM system but a foundation for continuous innovation.”

– **Ambhalika Sounderraj, Project Manager and Change & Transformation Lead, Trinity College Dublin**

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Halo don't believe in hidden costs, paywalls or introducing financial barriers to getting the most out of HaloCRM. They 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	£47	£94
25-49	£43	£86
50-99	£41	£82
100-249	£37	£74
250-499	£31	£62
500+	£22	£44

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.

Adding on Licences

Halo aim to make expanding HaloCRM as easy as possible. Customers can add on as many licenses as they wish, with whichever license model they wish (concurrent or named) at any time throughout the duration of their contract. To procure more licences, clients need only email or call their iService Solutions Account Manager, who will put this in place within the same working day. HaloCRM 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 iService support department is ready to help you get the most out of the platform, using their experience working with other clients in your sector, across the globe.

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. Professional services are delivered in line with a full implementation plan which is developed with the buyer to meet required timelines and set out any prerequisites and ownership of tasks. Projects vary in length, but HaloCRM is designed to be deployed very rapidly with best practice out of the box, typically allowing us to deploy far faster, and including more functionality than many competitive offerings.

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.



Ongoing Support

Standard Support

HaloCRM provides in house support to all customer's as standard. This support includes access to support staff, backed by our consultancy team, and ultimately by Halo Service Solutions who have multiple global support locations enabling 24/5 support to be offered as standard to all customers for any requests being logged with 24/7 uptime support available.



"iService were awesome! They listened to what was needed, advised on what could be done, and then went out of their way to find ways to implement the things that couldn't be done. iService have kept us on the straight and narrow, providing focus on core requirements and functionality. They took the time to understand our business, and the entire engagement has been a proper partnership. Account management were constantly in contact to ensure that all is well, but not hounding us to buy more licenses or consultancy."

– Karl Johnson-Taylor, Service Desk Manager, Gigaclear PLC



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.

TRUSTED BY GLOBAL BRANDS

HaloCRM powers organisations across the globe, driving efficient customer management and enabling 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, iService Solutions are confident in our ability to deliver your project on time, to budget, and to the highest standards. iService Solutions is the ideal partner for your CRM project, and we thoroughly look forward to working with you.



Get In Touch

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