

Central Networks & Technologies Ltd - Halo Service Desk Software



Crown
Commercial
Service

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Central Networks and Technologies Ltd (Central) was founded in September 1991 by Christopher Mycock. In the earlier years Central was responsible for running the core ICT systems for many of the UK Magistrates Courts Services, which involved moving and hosting the mainframes and employing staff via TUPE. We also have a focus in the Housing Association and not-for-profit sector. In the last 10 years we have migrated many of our customers to cloud or partial cloud provision.

Our customer base is diverse in terms of size, geography, skills, business requirements and objectives. We have recognised this and created a solutions and services portfolio that can be tailored to meet the individual requirements of all our customers. Some of our customers have large ICT teams and only look for assistance where they have investigated and exhausted every avenue. Others are far smaller, where finance officers often take on ICT responsibility and need additional help and assistance. Central provides a bespoke service to each of our customers, providing best value for money and an ICT service which matches their requirements which assists them in delivering their objectives.

Central Networks Halo Service Desk Software

Introduction

Central Networks runs a ServiceDesk facility and has done for over 30 years. We use Halo as our preferred ServiceDesk and now offer this service so that our customer can login directly and run their service desk directly from our facility. HaloITSM supports both Software as a Service (SaaS) or onpremise deployments with no difference in pricing. For SaaS deployments, all cloud applications are deployed in Amazon Web Services (AWS), an industry leader in providing highly secure, scalable cloud infrastructure.

GDPR compliance

HaloITSM have always honoured our users' right to data privacy and protection. Over the past 20+ years, they have demonstrated their commitment to data privacy and protection. They have strong Data Processing Agreements which meet with the standards of GDPR. Furthermore, HaloITSM is secure by design. Every instance of HaloITSM ensures complete data segregation through the use of independent SQL databases, which are securely password protected using separate SQL user logins. Access to these databases is locked down within the Halo Service Solutions team too, using a role-based permissions structure held in Active Directory.

Simple to use and administer

The HaloITSM platform has been designed with ease of use and comprehension in mind. The platform is very intuitive, to ensure minimal clicks are needed to action a ticket or complete some configuration. Due to the configurable nature of the platform, you can make processes as straightforward as you need them to be to suit the needs of your team. HaloITSM is easy to use and has frequently been described as intuitive for non-technical users of the system. Using roles and technician permissions, it is also easy to simplify the platform for specific technicians, should you wish to do so. Furthermore, you will have full control over your end-user portal, allowing you to make the self-service experience as easy as you would like for end-users. Halo are also constantly making improvements to the tool, ensuring it is efficient and improving working life for the agents and users.

The system must be reliable with 9-5 support available

HaloITSM prides itself on the quality and responsiveness of their support team. Their support team is made up of consultants and developers who all have an in-depth knowledge of the product and it's maintenance. The team can be reached over the phone, via email, via remote session and via live chat. Also we are happy for you to filter these incidents or the management of them through Central. The halo support team will be able to assist you with any configuration changes that need to be made to fit changing business requirements. Additional professional services can be purchased at any time too, if another project emerges or another team would like to use the platform. Further to this, the HaloITSM platform is constantly being developed to stay in line with all innovation in the industry and new functionality desired by other Halo clients

ISO 27001/14001 Accredited Data centres (DC's), - PCI accredited DC's

Halo and Central are ISO27001 certified companies. Halo utilises AWS data centres to ensure maximum security and resilience. We can provide documentation or answer any questions around certification as required.

5 x 9's SLA – High availability through geographically distributed DC's Tier 3 Status

Support is offered around the clock through offices in the UK, Australia and the United States, allowing for comprehensive and reliable support around the clock. Furthermore, the customers data can be stored in any of the UK AWS data centres, allowing for constant monitoring.

Training

HaloITSM believe that the implementation process itself should be learning process, ensuring that throughout every stage of configuration your HaloITSM system administrators are being educated on how the platform works and can be configured. Your consultant will however also build into the implementation plan a minimum of a week of dedicated training time for both administrators and agents. Administrator training builds on the knowledge they will have gained throughout the implementation, leaving them with a comprehensive knowledge of the whole solution. Depending on your preference your HaloITSM consultant can then either train your users directly or train a trainer ready for go-live. During this phase, your dedicated HaloITSM expert consultant will provide online training seminars for all agents of the system, and will provide a bespoke handbook of information on HaloITSM and internal process. Depending on the level of training, the number of features being used, variations in configuration and different business models, these seminars can range from half an hour to 2 hours plus. To complement our support system, professional services and implementation training, HaloITSM comes with an extensive directory of guides on using the platform. These can be found here, containing pictures and diagrams making them easy to understand and implement. HaloITSM also has a dedicated YouTube channel of "How-To" videos, some of which are also integrated into the platform itself in key configuration areas, so links to guides and videos are always on-hand. Should you have any questions however, our support team are always on hand to help.

The solution subscribes to ITIL principles of Service Management

Out of the box HaloITSM is ITIL-aligned and each process has built in recommendations. This means if you choose to, you can use our industry standard service catalogue, change management process, incident categories etc. We can also use these standard processes as a starting point and supplement them with your own processes. Through this process we can deliver a tried and tested solution that is flexible to your organisation's requirements.

The solution offers reporting through PowerBI

HaloITSM feeds into your Power BI environment using a SQL connection, to enable to you to analyze your data using software that is already in use through the organization. Share this data easily and showcase the service that IT is delivering.

Usage of APIs

The HaloITSM platform has a RESTful API which allows for bespoke configuration and integration to be carried out. This can include integration with other applications and the automated import or export of data from the system.

The solution has a user friendly and intuitive interface for both users and helpdesk staff

The HaloITSM platform is very intuitive. Due to the configurable nature of the platform, you can make processes as straightforward as you need them to be to suit the needs of your team. Using roles and technician permissions, it is also easy to simplify the platform for specific technicians, should you wish to do so. Furthermore, you will have full control over your end-user portal, allowing you to make the self-service experience as easy as you would like for end-users. In addition, HaloITSM includes functionality to group services together in simple service categories to allow end-users to quickly and easily find the service they require. They can also log themselves as a “Subscriber” to that service, to make sure they find it easily the next time they visit the portal. You can even configure the system so an end-user automatically becomes a subscriber of a service when they log a service request for the first time. Further to this, the restriction of services can also assist in narrowing down which services are accessible by different end-users, giving a more streamlined service experience when using the self-service portal.

The solution supports/includes metrics for usage

The HaloITSM Timesheets module can be enabled to allow you to track how much time your staff spend on different actions. Any time an action is completed, the system will automatically log how long they spent doing the action and at what time they completed it, allowing for a full audit history of the day's work to be collected and reported upon. Time can also be logged on an ad-hoc basis, and timers used to measure how long staff spend on any activity. This time can be logged against a ticket, logged as ad-hoc time, or logged as break time. The system comes out-of-the-box with a number of reports which extract the relevant data on time spent on different tasks throughout the system, giving the customer the data they need to identify training needs of different agents, allocate resource and understand time splitting throughout their IT team.

The solution allows both scheduled and ad hoc reports to be run

The HaloITSM Reporting Suite comes out of the box with over 500 reports, including the “SDI Best Practise Reports” recommended by the Service Desk Institute. These reports are made up of core service desk metrics, reports commonly requested by our clients and reports of our own recommendation which help you get the most out of the system. Further reports can be created by Halo's dedicated request fulfilment team free of charge. The ability to view reports and reporting groups can be restricted by role if desired, and any report can be made available to end-users of your choice on the self-service portal too. Any report in the HaloITSM reporting suite can also be sent out of the system via email on a schedule of your choice. These emails are fully configurable, allowing for a choice of format the report is sent in (PDF, CSV, Email), configurability of the email body and subject line, and even allows for CC and BCC email fields.

The solution includes the ability to run a satisfaction survey on tickets

HaloITSM provides "One-Click" and CSAT survey feedback methodology. One-click feedback is preconfigured onto closure emails sent to end-users on resolution of tickets. This includes 1-4 pictures (usually sad to happy faces) that can be clicked to instantly provide feedback on service. This

redirects the end-user to the self-service portal where they can leave comments if they wish. CSAT surveys can also be configured in the system, to allow end-users to provide much more detailed feedback on their experiences. These are also completed on the self-service portal, launched from the closure email and can be sent to a percentage of end-users.

Onboarding and offboarding

At end of contract Central will destroy any data held within the system within 90 days of license expiry. If customer would like to extract data contract this can be discussed with your Account Manager to discuss options. Professional Services charges may apply for data extraction

Implementation

Halo is a software-as-a-service is simple and easy to deploy. HaloPSA implementation typically follows a streamlined process: an initial discovery phase to understand required workflows, integrations, and SLAs; configuration of the HaloPSA environment including ticket categories, automation rules, change-management processes, and customer portals; data integration and mapping; workflow and automation setup to align with ITIL-based operations; testing of integrations, permissions, and ticket flows; delivery of user training; and finally a controlled go-live followed by ongoing optimisation, reporting, and continuous improvement to refine workflows and ensure the platform supports service delivery effectively.

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