



HaloITSM Implementation and Consultancy Service

G Cloud 15

www.xcession.co.uk



Agenda

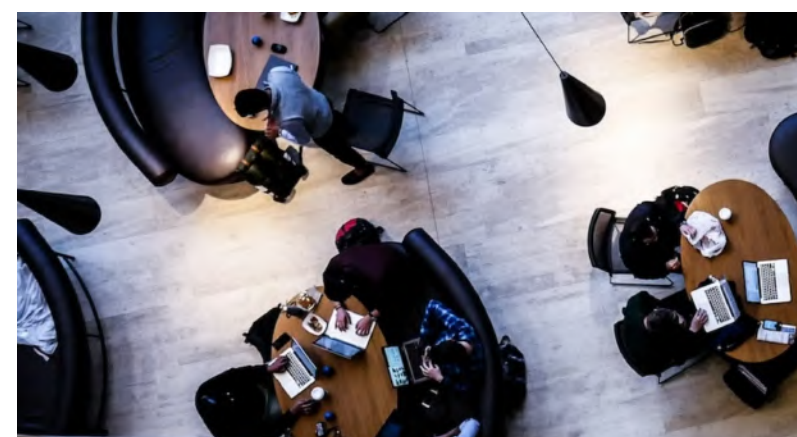
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1 Our Mission

Successfully implementing and managing an Enterprise Service Management system is one of the most important yet challenging technology journeys a company can make.

Our mission is to help you maximise the value of your ESM solution by increasing service performance, business agility, speed and cost-effectiveness whilst delivering an exceptional experience for your customers.

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Service Introduction

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Thank you for considering Xcession to deliver your Cloud Support services. Xcession delivers market leading ITIL-compliant Service Management solutions on client sites and remotely as secure cloud services.

Xcession are vendor agnostic but with broad and deep expertise on a variety of Enterprise and IT Service Management leading platforms including ServiceNow, Freshworks, Xurrent, Halo and BMC Helix.

With an exceptional record of delivery Xcession offers the public sector a unique knowledge of the leading technology platforms as well as industry best practice from all major markets including manufacturing, media, telecommunications, financial services, public sector and retail.

servicenow®

 **freshworks**



 **bmc**

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Service Overview - HaloITSM Implementation and Consultancy

Xcession supports organisations to optimise their existing HaloITSM platform or implement a new Enterprise and IT Service Management capability. Our focus is simple: ensure HaloITSM is configured, extended, and governed in a way that supports both current and evolving business processes, improves operational performance, and delivers measurable value.

Our services include analysis, architecture, solution design, configuration, development, testing, and project management.

Analysis

Xcession begins by assessing the customer's current ITSM ecosystem, including existing tools, processes, pain points, and cultural readiness for change. We establish what is working, what is not, and what business outcomes the organisation expects from implementing or maturing HaloITSM.

We identify opportunities to streamline workflows, remove operational friction, and modernise ways of working. As part of the engagement, Xcession helps shape the target operating model ensuring it is aligned to HaloITSM's native capabilities and structured to maximise return on investment by reducing unnecessary customisation and complexity.

Solution and Build

Xcession architects and configures the HaloITSM solution using best-practice approaches and out-of-the-box capabilities wherever possible. Our aim is to deliver a scalable, maintainable platform that enhances service quality, simplifies operations, and reduces cost-to-serve. Where business requirements extend beyond native features, Xcession designs and delivers data-driven, reusable configurations or extensions that complement HaloITSM's low-code framework while preserving long-term upgradeability.

If integrations are required, Xcession develops industry-standard, bi-directional ticketing and workflow integrations, shaped through detailed design workshops with all relevant stakeholders. These integrations are built using the latest Halo technologies and proven patterns to ensure resilience and supportability.

We complete a comprehensive testing cycle including system integration testing, user acceptance testing, and operational readiness testing to validate the solution and ensure it meets organisational expectations before go-live.

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Service Overview - HaloITSM Implementation and Consultancy

Support

Xcession can also provide Halo support with add on dev-ops as part of our Xcession Application Management Service published in G Cloud.

Management

Xcession provide complete end to end programme and project management services including business communications, project health and reporting as part of this service.

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Service Overview - HaloITSM Implementation and Consultancy

Service Features

- Enterprise Service Management Architecture and Design for HaloITSM
- Use-case driven and automation focused solution design and implementation
- Target Operating Model based
- Integration solution design and implementation
- Business requirements-based implementation execution methodology (Agile or traditional)
- Existing cloud instance migration, upgrade support, enhancements and maintenance
- Certified and security cleared resource to required level
- Enhanced and Managed Support Offerings

Service Benefits

- Not aligned to the vendor so a trusted advisor
- Manage to Out-of-the-box features and less or no customization for easier upgrades
- Specialist UK SME with on, near and off-shore resources
- Drive your organisation towards automation and orchestration to realise ROI
- Lessons learnt applied to the project from previous experience
- Optimise investment in the tool by using the Out-of-the-box capabilities
- Thought Leadership based consultancy approach

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Our Approach

Xcession focuses on key customer outcomes:

1. Improving Customer Experience (both internal and external customers)
2. Improve the ability of IT and the Business to implement change whilst minimising risk
3. Increase productivity and the value of people's work
4. Extend best practices within IT to other lines of business like HR, Finance, Facilities and Security

Our service offerings fall into three core areas:

1. Enterprise and IT Service Management Advisory
2. Enterprise and IT Service Management Implementation and Value Realisation
3. Application Management Services (Support and Development)



5 Pricing and Commercial

This service is priced in accordance with the SFIA Rate Card.

Xcession has on, near and off shore teams offering competitive rates as appropriate. Projects can be priced as Fixed Price or Time & Materials depending on the customer requirement.

Please refer to the Supplier Terms although Xcession would be happy arrange a call or meeting to discuss your requirements in more detail.

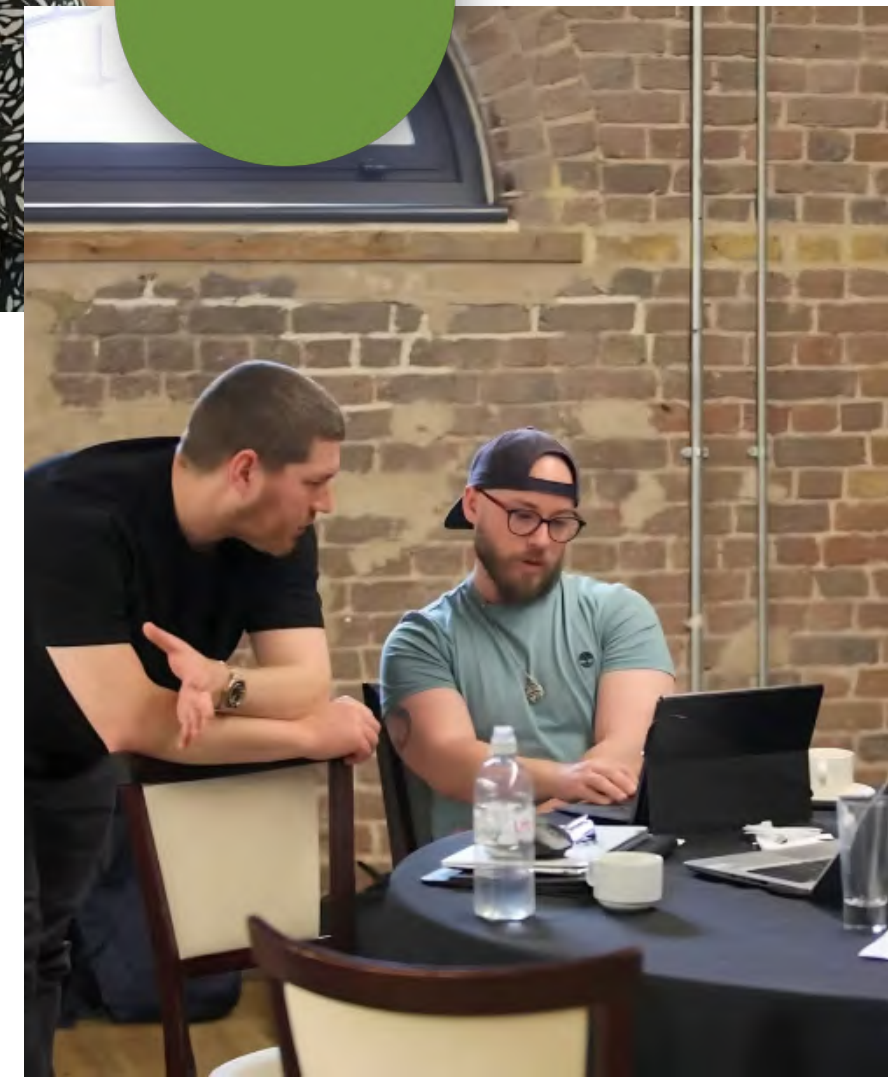
6 Social Value

Xcession is a UK based SME with a fully remote permanent and contract workforce. Our organisational values align with the UK Government initiative to Kick-Start the UK Economy, and we commit to:

- Provide an environment where our staff can enjoy their work and flourish
- Continually learn from each other, and our customers and partners
- Remain 100% unbiased in respect to people and technology
- Embrace change, constantly looking at how we are able to improve

We invest in frequent training and development of our staff for both technical and non-technical skills. We conduct annual employee surveys, and as an employer of staff who work remotely, we take very seriously our responsibilities to support our staff in their home environment.

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For more information about this or any of our G-Cloud services, please contact us:

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