

MOZΔIC



Halo – Managed Service

A Mozaic Halo Service





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A Digital Service Management (DSM) enabler, this service provides you with 1st, 2nd and 3rd line support for your Halo platform, offering you the opportunity to augment with a development capability on a dedicated resource basis to deal with project and initiative peaks and troughs. Covers modules: HaloITSM, HaloCRM and HaloPSA.

Features

- ▶ **Basic:** Designed for organisations with minimal platform change but still requiring operational support when necessary. Best practice System Administration provided on a tailored basis to suit your circumstance by certified practitioners and led by a named Customer Success Delivery Manager (CSDM).
- ▶ **Professional:** Designed for organisations with a moderate roadmap of change for their platform but not requiring a dedicated, fixed headcount team. Tailored to meet the demands of your roadmap and to flex accordingly in order to meet delivery timescales and commitments. This service is led by a named CSDM
- ▶ **Premium:** Designed for organisations with a demanding and complex roadmap of their Halo Platform. This service is led by a CSDM and Senior Tooling Consultant and similar to the Professional Service, can flex to meet demand and react to change swiftly and at scale.
- ▶ **On-demand:** provision of dedicated resource to deliver rapidly on short, medium and long-term projects and initiatives

Benefits

- ▶ Delivery of an effective Halo solution in-line with your needs
- ▶ Provision of experienced and certified Halo professionals
- ▶ Rapid issue resolution by operationally experienced System Administrators
- ▶ Flexible resource provision tailored to demand
- ▶ Predictability on forecasted spend
- ▶ Platform forward capability and swift implementation of new features





The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

Trusted by the World's Leading Organisations

With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Operating Model Dimensions

Functions

Tools

Processes

Governance

People

Sourcing

Data

Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO₂ emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.



For more information

Mozaic
1 King William Street
London
EC4N 7AF

info@mozaic.net
+44 203 709 1625

[Website](#)

[Social Media](#)

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