# Halo – Implementation Service

A Mozaic Halo Service

2025

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# Halo Implementation Service

A Mozaic Halo Service

A Digital Service Management (DSM) enabler, this service supports clients through implementation of a Halo solution. The approach uses business, technical and market expertise together with our deep understanding of this industry leading platform to deliver maximum value. Our expertise extends across the following Halo Modules: HaloITSM and HaloCRM.

## Features

- Skilled HaloITSM and HaloCRM tooling design, configuration and development resources
- Experience in leading complex systems and cloud projects
- Service Management and Cloud specialists
- Uses our best practice, proven, multi-supplier and Cloud management models
- Clarity on service design and data requirements supporting the processes
- Supports the acceptance of new ways of working (e.g. DevOps)
- Use of Agile Scrum to drive pace and ownership
- CMDB design

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## Benefits

- Delivery of an effective Halo solution in-line with your vision
- Uses industry and operational experience to ensure validity of design
- Rapid implementation using our design templates
- Supports build of an effective IT and Cloud delivery model
- Delivers well-defined financial, service, agility and customer satisfaction benefits
- Knowledge transfer to client personnel
- Avoids or eliminates unnecessary customisation
- Upgrades to latest software versions

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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.

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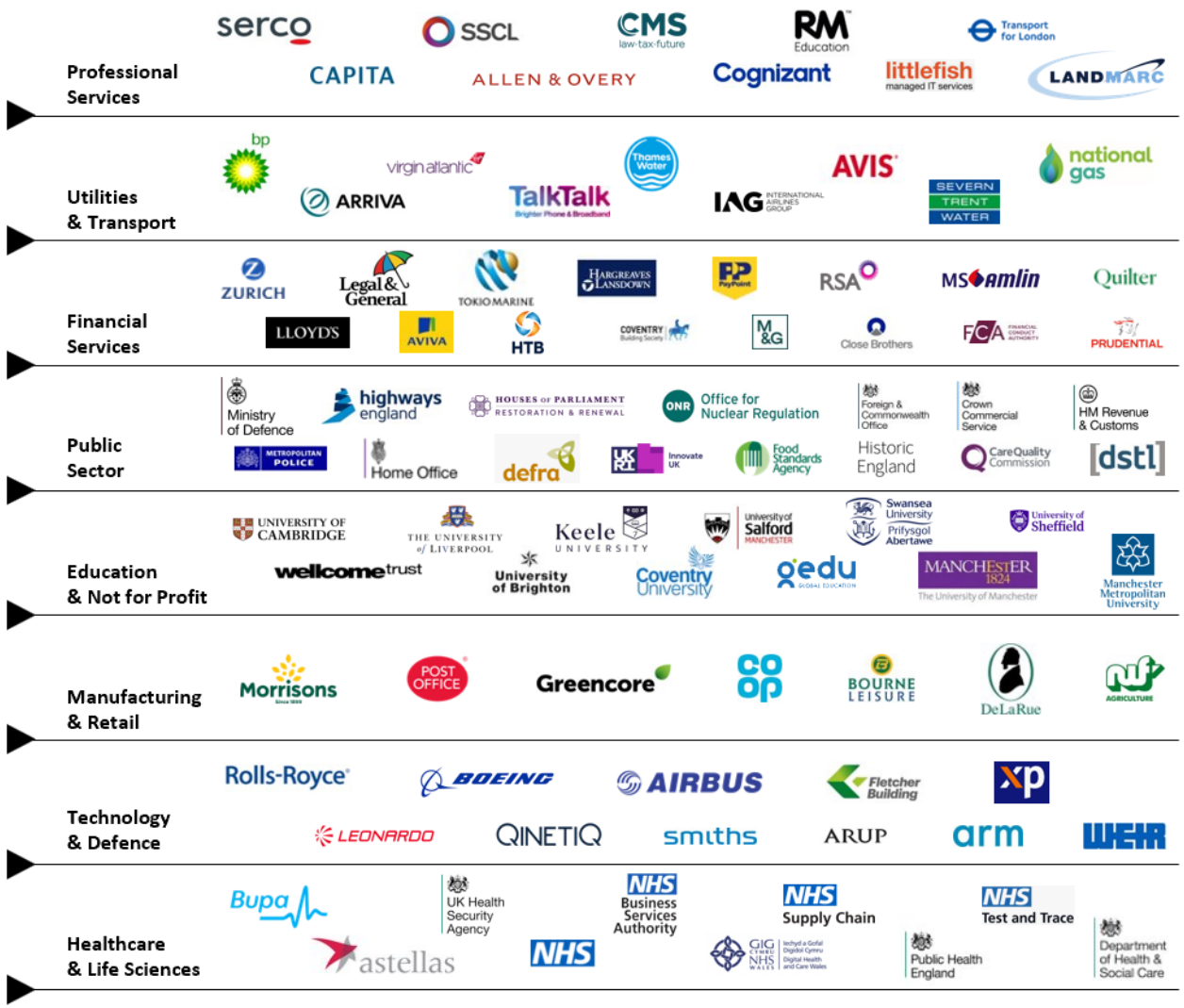
# Trusted by the World's Leading Organisations

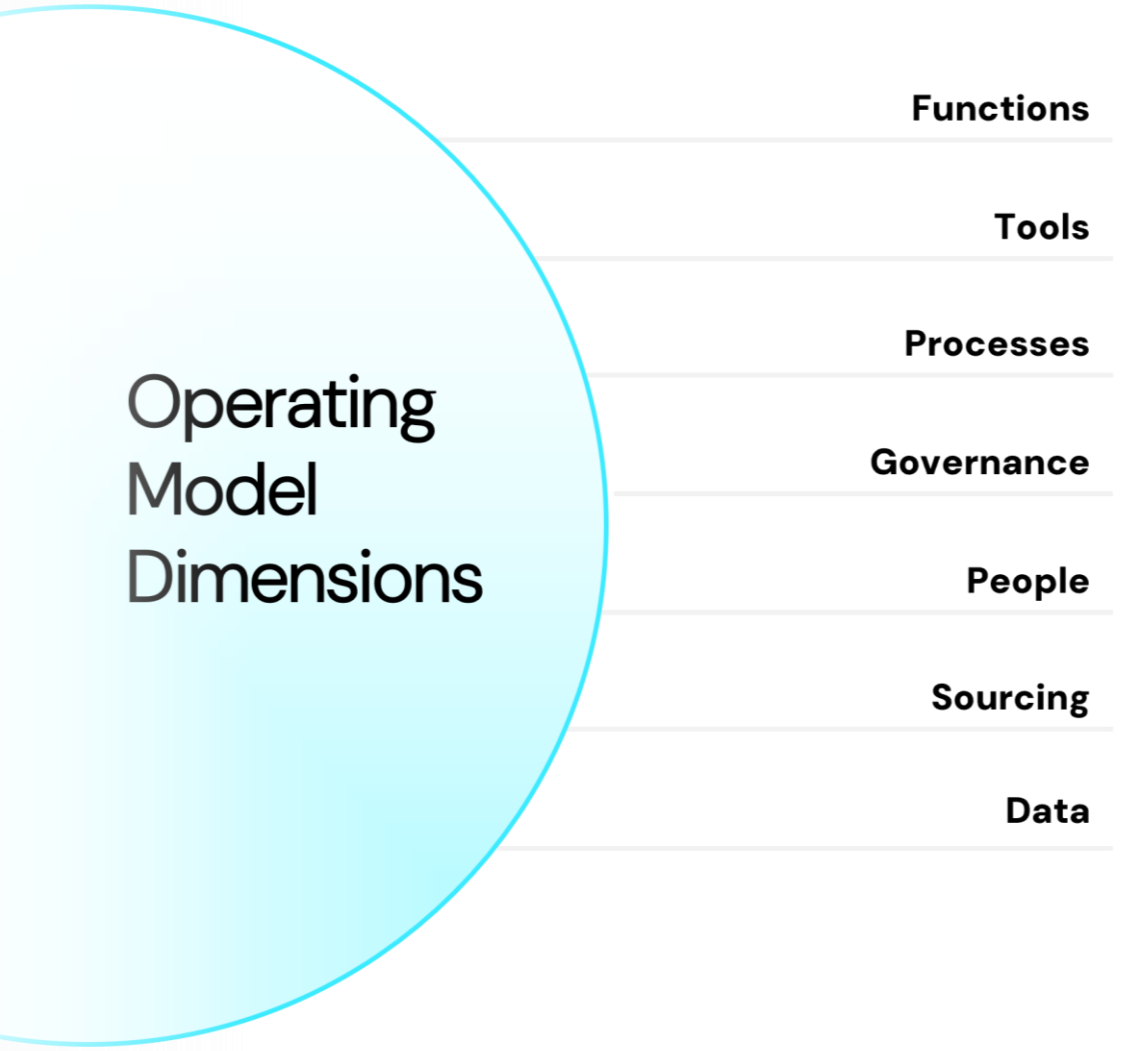
With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

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






# 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.

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# 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 $CO_2$ 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.

COMMITTED ecovadis Sustainability Rating

Carbon Neutral Britain



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# 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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Future Ready