

HALOITSM

HaloITSM as an Enterprise Service Management Tool

Automate, connect, and improve the service delivery of your entire organisation with HaloITSM. From employee onboarding to maintenance requests, HaloITSM enables you to combine siloed service areas to create seamless, standardised processes and a great experience for your users.

Not only will the platform meet your needs and help unite your teams, HaloITSM is a futureproof ESM solution designed to let you grow with the system. HaloITSM's all-inclusive nature means all modules are included as standard. This means you won't be charged extra should you wish to take a phased approach to utilising modules. You can simply configure additional service areas and add in new team as you deem necessary.

Why use Halo for Enterprise Service Management?

By extending your workflows beyond IT into other departments, HaloITSM enables you to join siloed service areas to create seamless processes and a great experience for your users. Enjoy the many benefits of using the same system within all departments including:



Centralisation of Data

Access and view data from every department in one central system.



One Portal for End-Users

Let users easily find and request the exact services they need from one central portal.



Standardisation of Processes

Streamline complex processes into simple flows with HaloITSM's workflow engine.



Fewer Systems to Administrate

Gone are the days of having different tools and protocols for different departments.



Lower Software Costs

Decrease software spend across your organisation with one annual software spend and a decreasing per user cost with every license added



Lower Software Costs

HaloITSM's Enterprise Service Management solution is designed to let you grow with the system - add new teams to Halo as you see fit.



Improve Interdepartmental Communications

Let users easily find and request the exact services they need from one central portal.

Customer Success Story - PSPS Ltd

PSPS have been using HaloITSM since 2019 and have since extended their workflows beyond IT by using it as an Enterprise Service Management solution. PSPS now experience the benefits of HaloITSM throughout their entire organisation, including the following:



Improved efficiency and attained complete transparency over operations



Save hours of manual admin work every day



Enhanced communication within and between departments