HALOITSM

HR SERVICE MANAGEMENT

Melbourne, AUS | Santa Clara, USA | Stowmarket, UK

01 COMPANY PROFILE

HALO**ITSM**

HaloITSM is a privately owned and run company that offers IT Service Management (ITSM) and Enterprise Service Management (ESM) software. It has been developed and evolving since 1994, meaning that we have over 25 years of experience in the industry, which allows us to offer software that competes.

The product has been developed to fit organizations of any size and from any industry. HaloITSM is a proactive company that listens to service and solution feedback from all customers, whilst responding to a dense and constantly evolving marketplace. The software provides an extensive, full-featured rich application, at a competitive price, with first-class support in all areas. Furthermore, it is trusted by a global customer base, with over 100,000 customers from 50+ countries using HaloITSM in a variety of languages including English, Spanish, French, Italian and more.

As an all-inclusive ITSM platform, you will experience features such as Incident Management, Problem Management, Change Management, Asset Management, Service Catalogue, mobile app, and much more. In addition, centralise your systems under one system, with 50+ integrations at your disposal, including Azure DevOps, Office365, Lansweeper and Microsoft Teams.
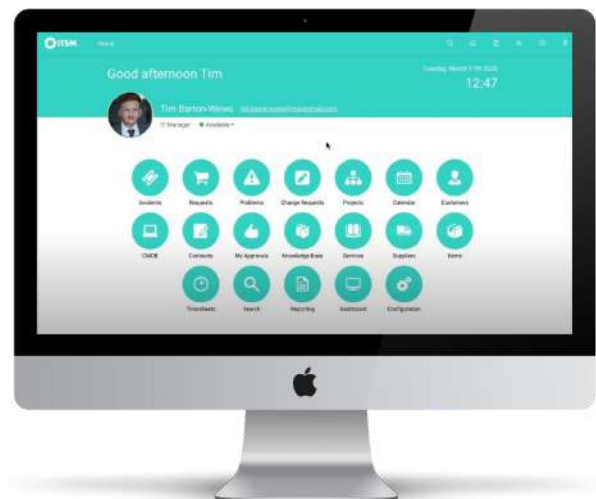
02 WHY USE HALO FOR HR?

At HaloITSM, we pride ourselves on the partnerships we build with our customers. We endeavour to deeply understand your organisation, allowing us to deliver real service improvement. This can include working alongside your IT team to expand their use of HaloITSM across to your HR department, thus identifying new potential for efficiency gain.

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

- Centralisation of data
- Standardisation of process across your organisation
- Fewer systems for IT to administrate
- One user portal for internal customers to go to to get everything they need
- Better interdepartmental communications.

Furthermore, improve traceability and visibility when it comes to HR enquiries with a shared mailbox. Each enquiry posted to that mailbox is automatically created within HaloITSM as a ticket. This means that work can be seamlessly distributed to the individual qualified to deal with that enquiry, with minimal human intervention required.

In addition to these benefits, moving your HR department into HaloITSM can also represent an opportunity to decrease software spend across your organisation. Department specific toolsets can be decommissioned and replaced with a single toolset, with one annual software spend and a decreasing per user cost with every license added. Not only will the platform meet your HR needs and help unite your teams, HaloITSM is a futureproof solution that will grow with you. As a customer centric organization, we listen to service and solution feedback from all customers, subsequently adding relevant developments to our publicly available roadmap.

Overall, HaloITSM is used as an Enterprise Service Management tool by brands across the globe including Wren Kitchens, American Bar Association, Sightsavers and more.

03 HR SERVICE MANAGEMENT

Automate, connect and improve your HR service delivery with HaloITSM. From handling requests for leave to training and onboarding, HaloITSM enables you to join together siloed service areas to create seamless processes and a great experience for your users.
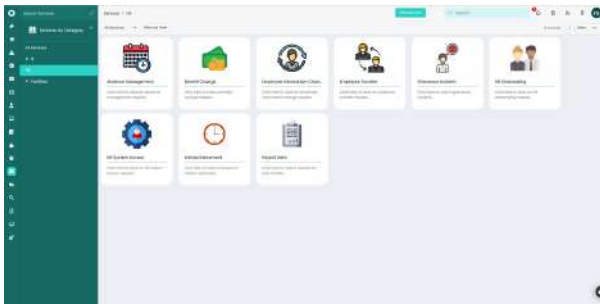

SELF-SERVICE

A Self-Service Portal your users will love. Let your users find and request the exact services they need from the portal, including holiday requests. With HaloITSM you can fulfil requests easily, automatically, and with no errors.

WORKFLOWS

Employee onboarding has never been easier. Configure your workflows using the drag and drop workflow engine to automatically create tasks. Streamline complex processes into simple flows with HaloITSM. By having a single system for your processes including new starters, enjoy enhanced inter-departmental communications.
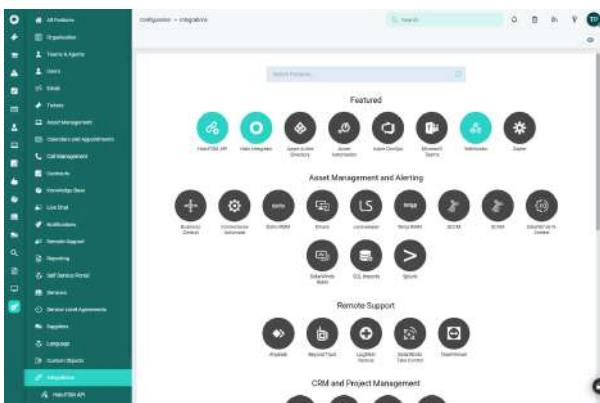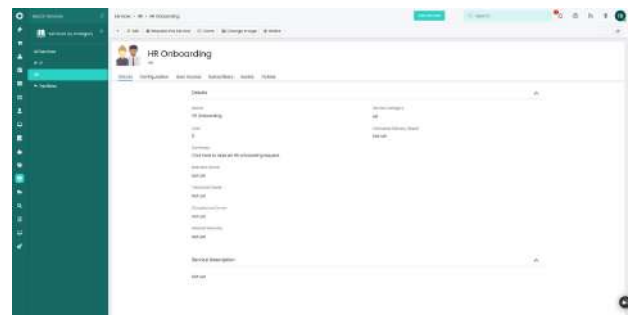

SYSTEM ADMINISTRATION

Take control of your configuration. HaloITSM is designed to allow you to easily mange your configuration and update your workflows whenever you need to. Reduce costs with only one system to administrate, rather than having different tools for different departments, which require different access protocols and have different configuration styles.

03 HR SERVICE MANAGEMENT
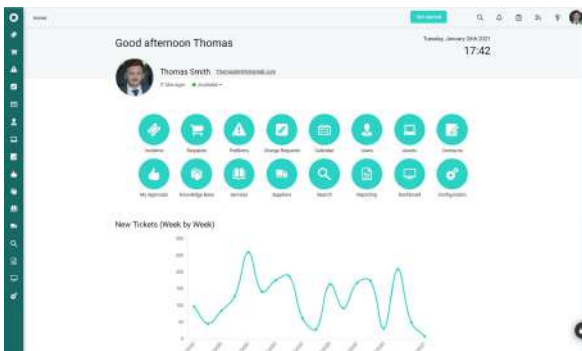
SCALABLE

A solution that you can grow with. HaloITSM's HR Service Management solution is designed to let you grow with the system. All modules are included as standard, therefore if you wish to take a phased approach to utilising modules, you won't be charged extra at a later date. You can simply configure additional service areas within the application and manage access with roles.

04 EXAMPLE BENEFITS OF HALOITSM

Automate repeatable HR tasks

On average, HR teams achieve a 94% SLA

Increase visibility with an all-in-one platform

Save over 300 hours a week resolving tickets

On average, HR teams achieve 96% CSAT Scores

Increase customer feedback

Improve visibility over processes, saving on average 30 hours per week.

On average, HR teams reduce ticket volume by 40% in relation to end users asking for updates on tickets

Improve inter-departmental communications

Only takes 15 minutes to implement new requests (Compared to 6 weeks with Servicenow)

On average, HR teams decrease ticket volume by 15% in relation to providing user education (self-service FAQ)

Improve clarity with a fully functional CMBD and Change Management system

05   CASE STUDY

PSPS
Public Sector Partnership Services 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. This means that they are now able to experience the benefits throughout the organisation, including their HR department.

Save hours of manual admin work every day	Improved efficiency and attained complete transparency over operations	Enhanced communication within and between departments

Which features and integrations have you been using and why?

We have been using the service portal as a comprehensive catalogue of forms that our customers/employees can use to make any type of request to HR and Payroll. We use the approval processes attached to the front end of the process to carry out approval procedures before the tickets arrive in HR and we have it all integrated with the Active Directory so that changes made to roles and company structure remain up to date. We have made use of many custom actions, workflows and ticket rules to make this system work in a HR environment and use reporting extensively to provide data on our workloads to show quantity, type and the source of requests we receive.

What are some of the concrete ways the tool has helped you?

- The elimination of paper request forms has modernised the department and made it possible to fully control the processes and automate approval procedures, giving clear and auditable lines of approval.
- We no longer have to send forms back and forth to get the correct information added or correct signatures applied as the portal forms ensure each request contains all the required information before it is submitted and this has reduced wasted time significantly.
- We can identify where a missing request is in the process where before it was a piece of paper on a desk somewhere.
- We can measure our workload, adherence to SLA targets and analyse the type of work received and where that comes from. None of which was possible before.
- We can now organise work by team and have work automatically directed to the appropriate team or individual, increasing our efficiency.

HALOITSM

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Established 25+ Years

Used in 50+ Countries

Over 100,000 + Global Users