



HALOITSM · SOLUTIONS BROCHURE

Expertly delivered across the enterprise.

One platform for IT, HR, Facilities, Finance and Legal. Unified workflows. Consistent experience. Measurable outcomes.

PARTNER

Scotland's Pure-Play
Halo Partner

DELIVERY

8-week typical
go-live

TRACK RECORD

35+ implementations
across the UK

CONTACT

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SCOTLAND'S PURE-PLAY HALO PARTNER

Enterprise Service Management, done properly.

HaloITSM is a single, modern platform for service delivery across IT, HR, Facilities, Finance and Legal. HaloNinjas brings deep, Scottish-based implementation expertise to make adoption fast and outcomes measurable.


ITIL-aligned

Process design and configuration aligned to ITIL 4 service value streams.

8-week go-live

Proven delivery methodology with predictable outcomes from kickoff to value.

35+ implementations

Across public sector, healthcare, retail and professional services.

BUILT FOR EVERY TEAM

One engine, five departments

HaloITSM's ESM capabilities extend service workflows to HR, Facilities, Finance and Legal, the same underlying engine, tuned to each team's work.

IT Services Core ITSM	HR Services Onboarding & requests	Facilities Maintenance & space	Finance Ops Invoices & approvals	Legal Contracts & audits
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CAPABILITIES

Complete ITSM & ESM implementation

ITIL-aligned service management implemented for speed, adoption and measurable outcomes across every department.

01

Incident Management

Rapid resolution with intelligent routing and escalation.

- AI-powered ticket routing
- Automated priority assignment
- SLA tracking & alerts
- Major incident management

02

Request Fulfillment

Streamlined service requests with self-service options.

- Service catalog design
- Approval workflows
- Self-service portal
- Request automation

03

Change Management

Controlled change processes with risk assessment.

- Change advisory board
- Risk & impact analysis
- Approval calendars
- Rollback procedures

04

CMDB & Assets

Comprehensive asset tracking and relationship mapping.

- Automated discovery
- Relationship mapping
- License management
- Impact analysis

05

Knowledge Management

Intelligent knowledge creation and sharing.

- AI-assisted article creation
- Smart search & suggestions
- Community contributions
- Usage analytics

06

Self-Service Portal

Empower users with intuitive self-service capabilities.

- Custom portal design
- Mobile optimisation
- Chatbot integration
- Request tracking

AI & AUTOMATION

AI-powered ESM

We configure Halo's built-in AI for intelligent routing, summaries, and knowledge drafting across every department.

Intelligent routing & prioritisation Automatic ticket classification, routing to the right teams, and priority assignment based on content analysis, works for IT, HR and all ESM departments.	Agent summaries & insights AI-generated ticket summaries, suggested solutions and next best actions to accelerate resolution times.
Knowledge drafting Automatic knowledge base article creation from resolved incidents across all service areas.	Cross-department workflows Low-code automation that spans IT, HR, Finance and Facilities, reducing handoffs and accelerating delivery.

DELIVERY

Our proven 3-phase methodology

01	Discover	Workshops to map current state, processes and priorities. Outcome: a clear, costed delivery plan.
02	Implement	Configuration, integration and data migration aligned to ITIL. 8-week typical go-live.
03	Evolve	Adoption, optimisation and ongoing managed support. We measure outcomes, not tickets.

INTEGRATIONS

Plugs into your stack

Identity & Access	Productivity	Development	Monitoring
Active Directory, Azure AD, LDAP, SAML SSO	Microsoft 365, Teams, SharePoint, OneDrive	Jira, Confluence, GitLab, Azure DevOps	PowerShell, SCOM, Nagios, Zabbix

MEASURABLE OUTCOMES

Real results from real customers

80% First Call Resolution Sports Direct	300+ Hours saved weekly Your Healthcare	87% SLA Achievement ACH Group
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"HaloNinjas brought deep Halo expertise and a delivery discipline that got us live in weeks, not quarters, across IT and HR."

UK ENTERPRISE CUSTOMER

READY WHEN YOU ARE

Let's transform your enterprise service management.

Book a demo or scoping conversation. We'll shape a costed plan that delivers results across IT, HR and every department.

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