

HaloITSM

Proposal – City of West Allis, WI

We Are HaloITSM – The Service Delivery Partner.

HaloITSM is a best in class, low to no code solution with out-of-the-box ITIL alignment. We have been delivering fast time to value across the globe for over 25 years, with our simple, non-modular pricing structure and partnership approach being key drivers to our success. Developed by our expert in-house team, HaloITSM blends industry best practices and feedback from our global customer base together, into a future proof solution that over 100,000 users depend on in over 50 countries.

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“If you don’t have HaloITSM yet do your organization a favor and get it. It will save you a fortune compared to ServiceNow and I would argue does a better job”.

– Mark Render, Head of Digital Systems, ACH Group.

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We recognize that City of West Allis is looking to improve internal processes and believe that HaloITSM can deliver value in customization and automation. Our experience in the public sector and our experience in migrating customers from less mature ticketing processes will prove invaluable to delivering this project on time, with minimal impact, and to the highest standards.



INDICATIVE BUDGETS

Subscription	Quantity	Cost
Named Licenses <i>Cloud hosted, SaaS offering at \$100 \$80 per agent, per month. (Tailored pricing)</i> <i>Billed annually.</i>	x9	\$8,640
Professional Services		
HaloITSM Consultancy Hours • One-off cost. Purchased hours never expire. • HaloITSM expert consultant. • Remote project delivery. • Priced at USD \$300 \$200 per hour.	15	\$3,000
Additional Options		
Halo Asset Discovery <i>Asset Management without discovery is provided free of charge. (Pro version)</i> <i>Billed annually.</i>	1 – 2000 endpoints	\$5,295
TOTAL COST		\$16,935 (tax exempt)



YOU'RE IN GOOD COMPANY...

Background

Toowoomba Grammar School is recognized as one of the premier boarding schools for boys throughout Australia. Their previous helpdesk system was rudimentary, and the IT department wanted better visibility and accountability over their helpdesk. They needed a system which was simple yet powerful, and could help them standardize school wide communications, integrate all of their key systems together and provide in-depth reporting. With these points in mind, the IT department compared various ITIL-aligned solutions and chose HaloITSM. Offering an intuitive, cloud-based and cost-effective solution, Toowoomba Grammar School decided HaloITSM and the responsive team supporting it were the best choice for their organization.

Results

Handling over 700 requests per month, our single, centralized ITIL-aligned system has overhauled the daily working lives of the IT department. They have been able to apply better communication, tracking and resourcing as a result of the system, resulting in better IT governance. Tracking and reporting has enabled the department to see how they are performing, giving them visibility of a new customer satisfaction score of over 90%, and allowing their management teams to plan resource more effectively.

Having an intuitive self-service portal was vital to the team, including a comprehensive knowledge base allowing end-users to self-serve effectively. With this in place, the department has managed to improve their response time and focus on important, non-repetitive queries. When adopting HaloITSM, the department didn't expect it to highlight other systems that were draining valuable resources. With this key reporting, the IT Department has been able to strategically focus on pain points and problem areas from both a resource and financial perspective. When asked what Toowoomba Grammar School has been most impressed with, they answered "the support without a doubt. The most supportive and involved company I have ever dealt with".

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“Life before HaloITSM was frustrating. HaloITSM is now the keystone to our IT department. The support is second to none. They listen to requests and even submit them for development. What an amazing company”.

– Max Matacchioni, Software Systems and Projects Coordinator

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YOU'RE IN GOOD COMPANY...

Background

With their previous service desk solution no longer being supported, Cardiff Council needed a system which work for a range of departments. The new system needed to be flexible with integration and configuration in order to suit their diverse requirements. Cardiff Council realized they needed to centralize their business systems, as it was a challenge for them to manage requests and report accurately. This was essential for customer satisfaction levels, keeping to SLA's and internal management processes.

Solution

Following a tender process, HaloITSM was chosen as we could provide Cardiff Council with a fully tailored, integrated and cost-effective solution to centralize their business systems. Our expert consultants set out a personalized implementation plan to onboard Cardiff Council effectively and efficiently. This consisted of multiple visits to allow for the Council IT department to digest the work and use this knowledge to support other departments.

Results

Since using HaloITSM, the results have been obvious for Cardiff Council. After implementing automatic reporting for data dashboards, they have clear visibility of the 13,000 tickets being logged per month across 50 teams. Having this transparency means they can evenly distribute workload and assess priorities. Consequently, Cardiff Council has seen an increase in efficiency, saving them both time and money. The integrations with external applications has been so successful more are being discussed. Centralizing these apps has greatly increased productivity and real-time visibility for Cardiff Council. In addition, these integrations have allowed for faster and more accurate responses to internal and external customer enquiries, increasing customer satisfaction.



“HaloITSM's flexible approach has allowed us to seamlessly replace the existing system whilst maintaining service to our customers.”

– Andrew Hopkins, ICT Applications Team Manager



YOU'RE IN GOOD COMPANY... ABA

Background

The American Bar Association is a Non-Profit Membership Organization for Lawyers that provides continuing legal education and much more. ABA needed a ticketing system that provided more functionality and features than the incumbent solution, including improving ticket communication and providing a vehicle for staff to submit and check the status of their tickets. ABA also needed a way to track contract expirations more effectively, and reporting and dashboards in their previous system were a pain point. The team couldn't get a handle on the types of tickets coming into the system, and thus improve their service accordingly.

The Solution

After implementing HaloITSM, the ABA team have reported that their IT staff have saved several hours a week in terms of manual effort and administration time, including time taken in order to create, maintain and respond to tickets. Ticket communication also improved dramatically between the ABA technicians and their internal customers. The ABA team's end-users are not only able to receive notifications on ticket progress automatically, but they have the ability to check their ticket status themselves on the modern, white-labelled ABA self-service portal.

The American Bar Association have now extended service management throughout their organization into other departments including HR, Facilities and Memberships. Overall, this has enabled ABA to increase transparency and improve operations.

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“Ticket communication has improved greatly with our customers, they are not only able to receive notifications on ticket progress, but they have the ability to check their ticket status themselves.”

– Kevin Borek, Director of IT Operations, American Bar Association

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Background

The Scottish Environment Protection Agency (SEPA) was established to protect and maintain a safe and sustainable environment for the people of Scotland. SEPA handles tickets from 1,200 internal customers and 93,000 public phone calls annually. With 16 mailboxes and 350 technicians, cross-functional communication was imperative in order to ensure customer enquiries are tracked efficiently. Before working with HaloITSM, it was a challenge to manage so many enquiries on a daily basis with so many communication channels. It became clear to SEPA a “one stop system” was critical to increase customer satisfaction, ensure safety and have an accurate real-time view of their enquiries.

Solution

High quality support and the ability to accommodate requirements were two of their main factors when considering an ITSM solution. After researching and evaluating the best tools available, they realized HaloITSM was the answer for them due to the feature-rich application, quality support and competitive pricing. Integrating SEPA's current systems with their ITSM solution was imperative for efficiency, productivity and analysis. With HaloITSM, they were able to integrate their intranet, asset database, phone system and more with ease.

Results

- Improved reporting for management teams.
- Automatic reports to allow rolling comparative reports on a daily, weekly, monthly and yearly basis.
- Enhanced Service Desk experience.
- Faster and more accurate responses to internal and external customer enquiries, increasing customer satisfaction.
- Increased productivity and real-time visibility to due to integration with external apps and software.

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“Our Technicians have moved from our previous system to HaloITSM with a minimum of training due to the intuitive UI.”

– Alan Johnson, IS Project Manager, Scottish Environmental Protection Agency

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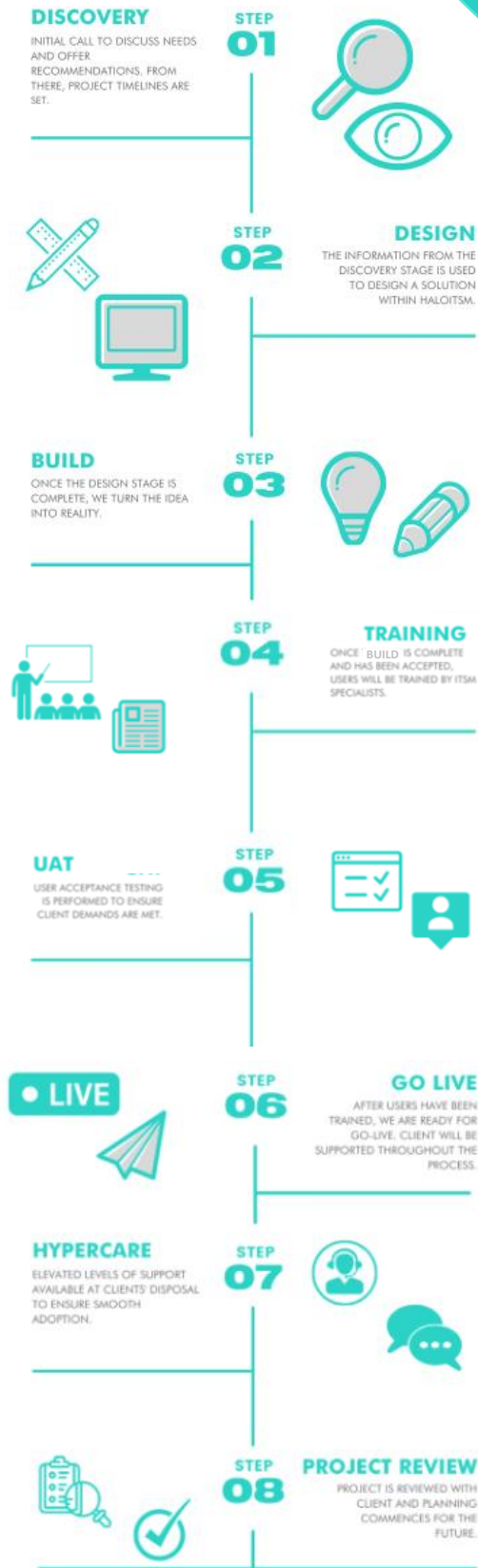
PROFESSIONAL SERVICES

Onboarding Approach

The HaloITSM support and consultancy departments are ready to help you get the most out of the platform, using their experience working with other clients in your sector, across the globe.

To guide our customers through the migration process we offer a variety of professional services bundles to deliver configuration options in a one-off cost. City of West Allis can expect a hybrid “Waterfall-Agile” approach to project management, led by an expert consultant. Our project approach differs from our competitors in that we use all stages of the onboarding process as a training opportunity, allowing your organization to gain a 360° view of the system and learn HaloITSM best practices. This also means the future time and financial resource required to administer and expand the system is minimal.

Our onboarding approach follows 8 core steps; Discovery, Design, Build, Training, UAT, Go Live, Hypercare, Project Review. These steps ensure a risk free, low impact migration path for all our new clients, with the agent and user experience at the heart of the build. Further information can be supplied in our professional services definition pack.



DEPENDENCIES AND CONSIDERATIONS

The below dependencies should be considered before implementing HaloITSM at your organization, to ensure a smooth and risk-free onboarding process:



Project Team

We will need at least one individual that we can work alongside at your organization to coordinate and put us in contact with the relevant resources where required. Often our clients take a team-based approach to implementations and create a project task force to ensure consistent progress regardless of annual leave or other absences. The individual's chosen should be able to work with your assigned HaloITSM consultant within the hours specified in the package you choose, including extra configuration and training time.



Access

In order to integrate HaloITSM with other platforms swiftly and securely, your assigned consultant will need to work with the administrators of those systems or be given the relevant credentials for access where necessary.



Data Migration

If you wish to migrate any data to your new HaloITSM instance, we will need you to cleanse the data ready for import, and in some cases put this in a specific format, for example into a specific CSV import spreadsheet.



Process Design

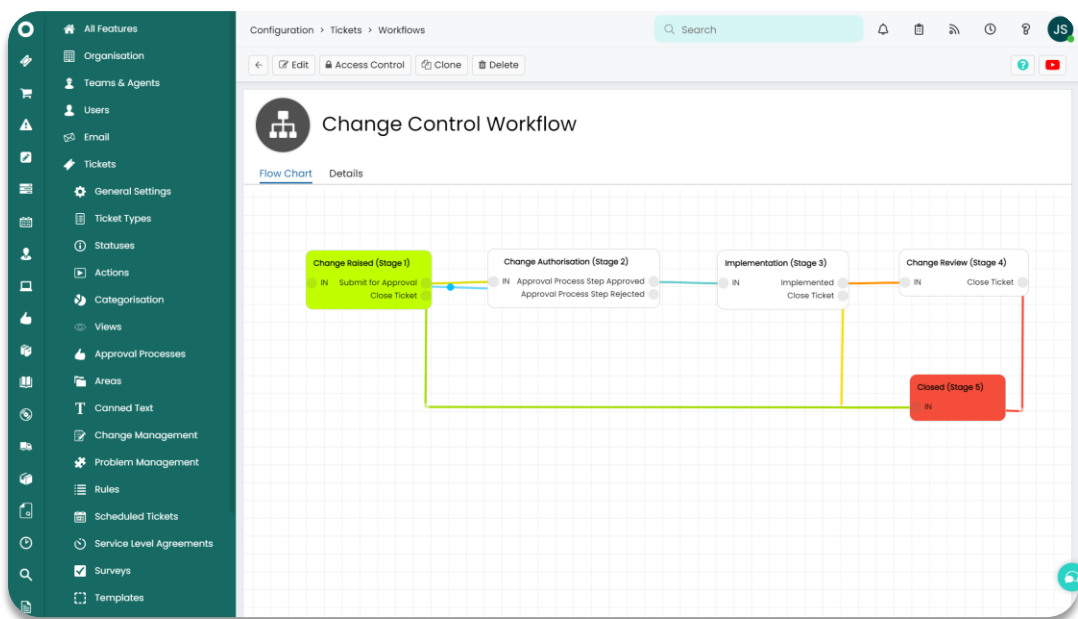
Any workflows which stray away from ITIL best practices should be formulated in a process diagram before implementation begins, allowing onboarding to be as smooth as possible.

KEY FEATURES

HaloITSM does not have a modular structure, so City of West Allis will be able to take advantage of HaloITSM's full suite of ITIL aligned functionality, with no pay walls or barriers to expanding your system to meet your growing requirements.

ITIL Aligned Workflows

HaloITSM offers out-of-the-box ITIL V4-aligned workflows and request forms. While we suggest you make use of the industry standard model available within the system, HaloITSM offers unmatched flexibility, allowing the tightest fit to even the most specific processes in place at your organization.



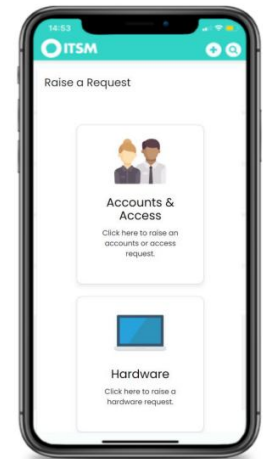
Automation Features

Key to the success of any effective service team is the automation of manual and repetitive tasks. HaloITSM's automation engine facilitates this, allowing a multitude of actions to be carried out without human intervention. This can include work items being automatically fulfilled, such as the creation of users in Active Directory, or granting access to a shared drive from a service request made on our self-service portal. We offer out-of-the-box integration with orchestration tools like Microsoft Orchestrator, PowerShell and Azure Automate to carry these processes out.

KEY FEATURES

User Centric Service

HaloITSM delivers outstanding user experiences through a pro-active approach to request management; fostering the use of self-service on a customizable, white label portal (accessible via SSO) to create an extension of their brand. End-users can access their requests, raise tickets, view automatic service status updates and find solutions from knowledge base articles and use our virtual agent. This self-service experience can also be embedded within platforms like Microsoft Teams if desired.



Reporting and Analytics

HaloITSM's reporting suite comes out-of-the-box with over 150 ITIL aligned reports, giving City of West Allis the overview they require into productivity and service management. These reports can be extracted from the system at any time by City of West Allis, in a wide variety of formats such as excel spreadsheet or PDF. We will also give you access to our online repository, filled with reports we have written for our clients as part of our free of charge report writing service.

Integrations

HaloITSM has over 100 integration options. All of the systems City of West Allis depends upon can be seamlessly integrated with HaloITSM at no extra cost. Take a look at our integrations page here: <https://haloitسم.com/integrations>.



Assets and CMDB

HaloITSM boasts a comprehensive asset and configuration management function (CMDB), inclusive of full audit history of all changes to records, dependency mapping and supplier and warranty management. This area of HaloITSM can be populated via integration, such as InTune, SCCM or Device42, or using our native excel spreadsheet importer. If desired, the HaloITSM CMDB will support barcode and QR code scanning too.