

# Why HALOITSM?

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.

HaloITSM is a modern and intuitive ITSM solution. Unlike many competitors, HaloITSM is all-inclusive. This means that there are no hidden costs for additional features, making it a cost effective solution. Furthermore, being highly configurable and with low effort required, experience ITSM aligned to your needs. Many clients make use of HaloITSM as an Enterprise Service Management (ESM) solution, allowing departments other than IT, such as HR and Facilities, to also enjoy the benefits of HaloITSM.

With HaloITSM, not only do you receive a best of breed ITSM solution, but also a great experience. We like to think of ourselves, not as a vendor, but as a partner.

With satellite offices across the globe including in the UK and Australia, enjoy 24h support at your disposal, meaning that if you want to expand your use of HaloITSM to another office around the world, your service won't be affected. We are proud to offer all of our services in-house, including support, consultancy and customer success.

HaloITSM is trusted by global organizations including Microsoft, Siemens, and Suzuki and has received numerous awards such as PCMag's Editors' Choice award.



Over

**125K+**

**Global Users**



Established

**25+ Years**



Used in

**100+ Countries**

## 5 Reasons to Choose HaloITSM



### Modern & Intuitive UI

Move away from old and clunky systems. HaloITSM is an easy to use solution, which requires minimal effort to get up and running.



### Highly & Easily Configurable

Configure HaloITSM according to your organization's needs in just a few clicks.



### Responsive Support Team

With in-house support available around the clock, enjoy a more responsive support system to put your mind at ease.



### Futureproof System

Experience an ITSM solution that you can grow with. Stay up to date on new features and functionalities with our publicly available roadmap.



### Lower Costs

Reduce the cost of your service delivery with HaloITSM. Our pricing is simple and transparent: no tiered plans or locked-away features, just all-inclusive ITSM.