

# Why HALOITSM?

# 6 Reasons to Evaluate HaloITSM

As a leader in ITSM, Flycast Partners has over a decade of experience helping organizations evaluate, design, implement, and optimize ITSM platforms. Over this time, Flycast Partners has worked strategically with a wide range of Gartner-recognized ITSM vendors, giving us direct insight into what drives financial predictability and ensures organizations are set up with the tools their users need to succeed. Based on this experience, Flycast Partners believes HaloITSM consistently stands out as the strongest fit for today's operational needs, offering a proven combination of ITIL-aligned structure, transparent licensing, and enterprise-grade capability without the administrative burden, inefficiency, and limitations of legacy platforms

## Why HaloITSM Outperforms in Enterprise Service Management



### Optimized License Usage

Named, concurrent, and hybrid options allow organizations to match licensing to real usage patterns across teams and roles. This flexibility prevents unused license overhead and supports scalable allocation as demand shifts across the organization.



### 24/7 Support Model

HaloITSM provides support through experienced internal teams that are regionally mapped to customer locations, ensuring 24/7 coverage without gaps in availability. Customers gain direct access to knowledgeable Halo experts, rather than being queued until a specific office is awake.



### Transparent License Model

All core ITSM capabilities are included in a clearly defined licensing structure, removing fragmented add-ons or overlapping feature purchases. This eliminates unpredictable expansion costs and provides better visibility into spend, giving tighter control over your investment and making it easy to understand exactly what's included.



### High Configurability for Built-In Flexibility

HaloITSM delivers a high degree of configurability that would typically require heavy customization in other ITSM solutions, enabling full enterprise functionality and more effective solution design without the added cost, complexity, or administrative burden of traditional ITSM platforms.



### Long-Term Ownership Vision

A key differentiator is Halo's customer-centric approach, with a long-term commitment to product development. Unlike many vendors, Halo's leadership consistently reinvests in the platform, which is reflected in regular updates, continuous enhancements, and native AI-driven tools that deliver real practical value.



### Mature ITIL Process Design

HaloITSM demonstrates strong alignment with ITIL best practices, supporting streamlined execution across workflows. It establishes structured governance across all core IT service functions, enabling teams to operate with consistency, strengthen ownership, and accelerate issue resolution.

Evaluating your next ITSM platform?  
**Choose HaloITSM with Flycast Partners.**