

HALOITSM

Streamline every aspect of IT Service Management with powerful tools to strengthen operations and enhance service delivery



HaloITSM provides a single, all-inclusive ITSM solution with interconnected modules that track every incident, change, and release with complete transparency, empowering teams to manage service operations efficiently and effectively. Flycast Partners works with your organization to understand your business requirements and ensure you maximize these capabilities, increasing tool adoption, accelerating issue resolution, and strengthening process consistency.

Comprehensive ITSM Functionality

- Incident Management with SLA driven workflows
- Service Request Management with dynamic forms
- Problem Management with root cause tracking
- Change Management with approval workflows and CAB support
- Release Management tied to change records
- SLA and OLA configuration with escalation logic

Workflow and Automation Processes

- Event driven automation and triggers
- Auto assignment based on rules, teams, or load balancing
- SLA breach automation and escalation paths
- Task orchestration across teams
- Scheduled jobs and background automation
- Approval chains with multi-stage logic

The workflow and automation engine enables organizations to standardize execution while reducing manual effort across service operations. Flycast Partners can help design and implement complex condition-based logic supporting both simple ticket handling and multi-step cross-team processes.

HaloITSM's Service Catalog and Self-Service capabilities help organizations streamline request handling and significantly reduce ticket volume. As ITIL experts, Flycast Partners has extensive experience setting up optimized workflows, enhanced forms, and integrated knowledge management, so your users can resolve issues independently, enabling IT to drive strategic priorities and focus on higher-value initiatives.



Service Catalog and Self-Service

- Service Catalog with categorized offerings
- Dynamic request forms with conditional fields
- Approval workflows per service item
- End-user portal customization and branding
- Knowledge base integration for ticket deflection
- Automated request fulfillment workflows



CMDB and IT Asset Management

- Configurable CMDB structure with relationships
- CI lifecycle tracking
- Dependency mapping between services and infrastructure
- Asset lifecycle management from procurement to disposal
- Discovery tool integrations
- Software and hardware tracking
- Contract and vendor linkage

The CMDB and ITAM components provide a centralized view of infrastructure, services, and their relationships, supporting impact analysis, lifecycle tracking, and more informed decision making across IT operations. Flycast Partners guides the implementation and optimization of these components, ensuring accurate asset data, clear service relationships, and actionable insights for smarter IT management.

System Integrations and Data Flow

Integration and extensibility capabilities allow HaloITSM to operate as part of a broader technology ecosystem rather than a standalone tool. With APIs, webhooks, and native integrations, Flycast Partners can help you connect workflows, data, and automation across all your systems for a seamless end-to-end experience.

- Native integrations with tools like Azure AD, Jira, Slack, Teams
- REST API for custom integrations
- Webhooks for event-driven external actions
- Email to ticket and bidirectional email updates
- RMM integrations for monitoring and alerts
- Identity provider integrations for SSO
- Custom scripts and automation hooks

Looking for Enterprise Service Management (ESM) Expansion?

ESM capabilities extend HaloITSM beyond IT, delivering the same transparency, efficiency, and process consistency across all business departments. Flycast Partners collaborates with your teams to design and implement standardized workflows across departments, ensuring consistent governance, seamless service delivery, and improved user experience.

- HR service management workflows
- Facilities and operations request handling
- Finance service processes
- Onboarding and offboarding workflows
- Cross-department Service Catalogs

