

# All-in-One Source for HaloITSM



**5,800+**  
Successful IT Implementations



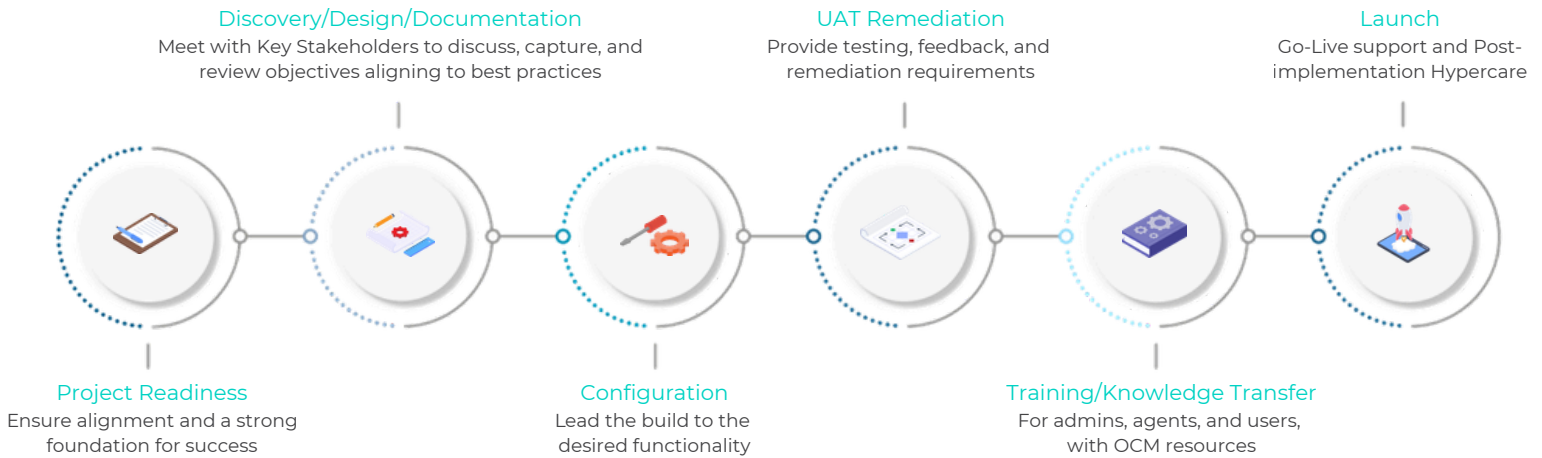
**1,800+**  
Customers Throughout North America



**Certified Experts**  
Implementation & Long-Term Support

## New Implementations | Custom Enhancements

Our certified team of ITSM and ITIL experts have the industry and product knowledge to engage immediately and work in parallel with your team, addressing all aspects of the project's planning, implementation, and support cycles.



## HaloITSM for the Entire Enterprise

Unify IT and Every Business Team



Events



Facilities



Finance



HR



Legal



Procurement



Security



Travel

## Professional Services

For organizations using the core ITSM modules, Flycast Partners can scale additional modules and features to ensure your capabilities align with your evolving business needs.

- ✔ [Gap Analysis and ITSM Maturity Assessment](#)  
Identify inefficiencies and provide a roadmap to optimize ITSM processes
- ✔ [Provide Best-Practice Training and Change Enablement](#)  
Support tool adoption with tailored knowledge transfer
- ✔ [Design and Implement Custom Integrations](#)  
Connect HaloITSM with AD, HR, messaging, monitoring, ERP, and cloud systems
- ✔ [Complex Automations across Teams and Tools](#)  
Automate routing, escalations, approvals, ticket sync, asset updates, and alerts
- ✔ [Configure Additional ITIL-Aligned Processes](#)  
Release, Problem, CMDB/Asset, SLA, Capacity, Event, and more.
- ✔ [Create Advanced Self-Resolution Workflows](#)  
Deliver guided knowledge articles, chatbots, forms, and smart suggestions.

## Remote Administration Services

Flycast Partners leverages deep HaloITSM expertise to help organizations overcome operational skill gaps, acting as your on-demand resource to fully optimize your ITSM environment.

[System Enhancements](#) | [Problem Resolution](#) | [Ongoing Support + Administration](#)

## Benefits

- Easy access to experts
- Free up critical resources
- Optimize tool utilization
- Implement best practices
- Deploy customizations faster
- Enhance business continuity
- Streamline routine updates
- Quick response time

[SPEAK WITH A HALOITSM EXPERT](#)