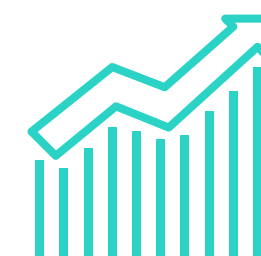




Saved time with a fast interface and minimal click interactions



Achieved an 94% SLA which is increasing month on month



Improved visibility of workloads across the teams

sky

Customer

SKY TV

Industry

Entertainment

Teams

70+

Customer Since

2020

Requirements:

- Migration from ServiceNow
- Strong ITIL alignment, flexibility, increased customisation capability, and fast, modern interface
- Greater control and freedom with software
- Greater identified asset, and software management capability

Solution:

HaloITSM brought an easy to use, yet highly customisable and flexible ITIL aligned solution which enabled SKY to have the greater control and freedom with their processes.

SKY sought greater customisation capability, they wanted to be able to customise workflow for different teams and customise their service catalogue to enable multi-layer approvals for services. The Halo system had the asset, and software management capability SKY were seeking, all within an incredibly fast, modern interface.

HaloITSM's customer service and dedication to consultancy is second to none, enabling the close relationship between SKY and Halo to form. This is something SKY did not previously experience with their previous vendor, a relationship they are grateful for.

HALOITSM