

HALOITSM

IT service management and automation.

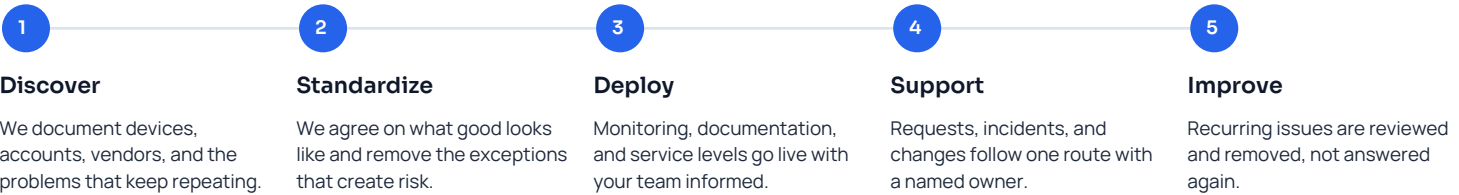


Service illustration • Managed It

HALOITSM

HALOITSM is an IT service management platform for ticketing, service catalogs, asset management, and workflow automation. Massive IT uses HaloITSM to run structured, measurable IT service for our customers.

A clear path to delivery



Product areas & practical applications

Product area	Practical application
Service desk and ticketing	incident and request management with SLAs
Self-service portal	a service catalog where users submit and track requests
Change and problem management	ITIL-aligned processes for controlled changes
Asset management and automation	asset tracking and automated workflows

When to talk to us

- Requests lost in email with no tracking or accountability
 - No visibility into response times or recurring issues
 - Manual, repetitive request handling

Deployment & ongoing support

Massive IT runs customer support through HaloITSM so every ticket, request, and change is tracked against service levels, with reporting that shows what is happening across the environment.

Scope and licensing vary by environment. Product availability and support terms are confirmed during planning.