



Halo Licensing

Named & Concurrent.

A guide to flexible ESM licensing.

Pay for how your people actually work
not how a vendor assumed they would.

What is Halo Licensing?

One platform. Two licence types. The flexibility to mix both.

Halo gives every organisation a choice that most enterprise software vendors simply don't offer: you can licence named users, concurrent users, or any combination of both – within a single instance. This isn't a bolt-on or a workaround. It is a core part of how Halo is designed, and it reflects how people actually use service management tools in practice.

Named Licensing	Concurrent Licensing
One licence per named individual.	A shared pool – any user can draw from it.
That person can log in from any device at any time.	The count = maximum simultaneous sessions allowed.
Best for power users who work in Halo every day.	No need to name who can access the pool.
Predictable cost – you know exactly who is licensed.	Best for occasional or shift-based users.
Typical users: IT agents, team leads, managers.	Typical users: HR, Finance, Facilities, all-staff portal.

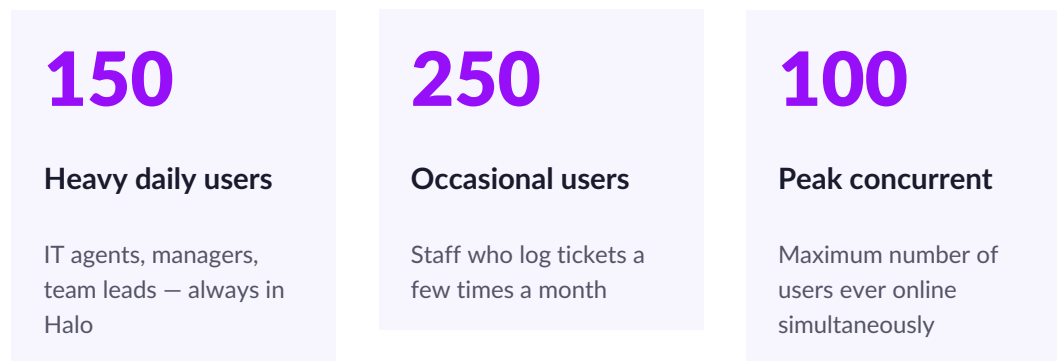
The key difference from almost every other ESM vendor: With Halo, you can use both licence types simultaneously in the same instance. Assign named licences to your power users and add a concurrent pool for everyone else. Most competitors force you to choose one model for your entire user base.

The Real-World Numbers

A common scenario that plays out across enterprise ITSM every day.

The Scenario

An organisation has 500 staff who all need access to the service desk – whether to raise tickets, check request status, or use the self-service portal. When you look at actual usage patterns, the reality is very different from the theory:



The Cost Comparison (per user / per month, billed annually)

	Licences	Rate p/u/m	Annual Cost
Typical vendor (named-only)	500 named	£100	£600,000
Halo – Mixed Licensing Model			
Named (power users)	150 named	£70	£126,000
Concurrent (everyone else)	100 concurrent	£140	£168,000
Halo Total			£294,000

£306,000 saved every year – 51% less, for exactly the same outcome. And AI is included across all licence types at no extra charge.

Named vs Concurrent: When to Use Each

Most organisations benefit from a combination of both.

There is no hard rule – the right split depends on how your teams actually work. The guide below gives you a practical starting point for choosing the right licence type for each user group in your organisation.

User Group	Recommended Licence	Why
IT service desk agents	Named	Daily users – always in the system
IT managers / team leads	Named	Regular access to reports, approvals, dashboards
HR staff (self-service)	Concurrent	Occasional access; rarely all online at once
Finance / Facilities teams	Concurrent	Low-frequency usage; high headcount, low concurrency
Field engineers / technicians	Concurrent	Shift-based; access is staggered by nature
All-staff self-service	Concurrent	Large pool, minimal simultaneous sessions
VIP / executive stakeholders	Named	Guaranteed access; no risk of pool exhaustion

Allied ESM practical tip: start by identifying your core daily users – these become named licences. Then look at everyone else: if they never all need access at the same time, they are ideal candidates for a concurrent pool. Allied ESM will analyse your usage patterns and help you find the optimal split before you commit.

Unique in the ESM Market

Concurrent licensing is genuinely rare at this level of enterprise ESM.

The Enterprise Service Management market has largely standardised on named (per-seat) licensing. This made sense when service desks were small IT teams. Today, as ESM platforms expand across HR, Finance, Facilities, Legal and beyond, named licensing creates a painful dilemma: pay for every employee who might ever raise a ticket, or limit access and frustrate the business.

How the market compares

Vendor	Licensing Model	Notes
ServiceNow	Named only	Per-seat; no concurrent option at standard tier
Freshservice	Named only	Tiered per-agent; no concurrent pool model
Jira Service Management	Named only	Per-agent licensing; concurrent not available
Zendesk	Named only	Per-agent seat model; no concurrent licensing
Halo ITSM	Named + Concurrent	Mix both in one instance – your choice

As ESM grows into HR, Finance and Facilities – user numbers balloon. Named licensing scales costs linearly. Concurrent licensing lets you onboard entire departments without multiplying your licence bill. Halo is built for enterprise-wide service management. Its licensing model reflects that reality.

How It Works Day to Day

Halo manages everything automatically. Your users just log in.

Named and concurrent licences coexist transparently. Your agents don't know or care which type they hold – they just use Halo. The licensing logic runs invisibly in the background, enforcing limits and releasing slots in real time.

1

Named users log in

Users with a named licence are always guaranteed access. Their licence is reserved for them regardless of how many other people are online at the same time.

2

Concurrent pool users log in

When a user without a named licence logs in, Halo checks the concurrent pool. If a slot is available they connect immediately. If the pool is full, Halo displays a message – a correctly sized pool means this rarely if ever happens.

3

Sessions release automatically

When a concurrent user logs out or their session times out, their slot returns to the pool instantly. The next user to log in takes it. There is nothing to configure – Halo handles it completely.

4

You monitor utilisation

Halo's admin console shows real-time concurrent usage. Allied ESM uses this data to review your pool size periodically and recommend adjustments as your organisation grows and your usage patterns evolve.

5

Licence compliance is automatic

Named seats cannot be shared. Concurrent pools enforce the agreed maximum. There is no manual auditing required – Halo enforces limits continuously.

No complex admin. No separate portals. One Halo instance. Both licence types work side by side – your users simply log in, and Halo manages the rest.

Common Scenarios

Where concurrent licensing delivers the most value.

Enterprise Expansion

Expanding Halo Beyond IT

Your IT service desk runs on named licences. Now HR wants to use Halo for onboarding, payroll queries, and equipment requests. Finance wants it for invoice approvals. With named-only licensing you'd need a seat for every HR and Finance employee – most of whom raise fewer than five tickets a month. With a concurrent pool sized to peak simultaneous usage, 200 HR and Finance staff might only need 30 concurrent slots. You pay for 30, not 200.

All-Staff Portal

Large Organisations with All-Staff Self-Service

Many organisations give all staff access to a self-service portal to raise IT, HR or Facilities requests. With 1,000+ employees, named licensing becomes prohibitive. Concurrent licensing solves this elegantly: if your peak concurrent usage is 80 users, you need 80 licences – not 1,000.

Shift Workers

Shift-Based and Operational Teams

Hospitals, logistics companies, manufacturers and retail operations often run 24/7 shifts. Staff who work nights don't overlap with day-shift staff. Concurrent licensing reflects this reality – you pay for the number of people ever online simultaneously, not the total headcount across all shifts combined.

Pilot / Expansion

Piloting ESM Expansion with Low Risk

Organisations evaluating whether to expand Halo into new departments can start with a modest concurrent pool. If adoption grows, add licences incrementally. If it doesn't, you haven't committed to a large named licence block. Concurrent licensing turns ESM expansion into a low-risk, reversible experiment.

Key Things to Know

Before you decide – here is what matters most.



AI is included – no premium tier

Halo includes AI features across all licence types, whether named or concurrent. There is no separate AI add-on, no premium SKU, and no hidden upsell. AI capabilities are part of the platform.



In one instance – named and concurrent together

You do not need separate environments. Both licence types run in a single Halo instance managed through the same admin console. Your IT agents and your HR self-service users all live in the same system.



Halo manages the pool automatically

There is no manual licence juggling. Halo tracks concurrent sessions in real time, releases slots when users log out, and prevents overuse automatically. Administrators can see utilisation at a glance.



Cloud or on-premises: the licensing model is identical

Whether you run Halo in Halo's own cloud or on your own infrastructure, the licensing model is identical. Concurrent licensing is not restricted to any particular deployment model.



Optimise your split – Allied ESM will help

There is no single right ratio. Allied ESM will review your usage data, understand your growth plans, and recommend a licence mix that fits your organisation now and scales with you as you grow.



Pricing is transparent – no surprises

Named licences and concurrent licences are separately priced. You know what you are buying, why you are buying it, and what it costs. Allied ESM will provide a clear breakdown before you commit to anything.



Ready to Optimise Your Licensing?

Allied ESM will help you find the right balance from first conversation to go-live.

Whether you are evaluating Halo for the first time or reviewing an existing licence structure, Allied ESM can model the optimal named/concurrent split for your specific organisation. We will look at your headcount, your usage patterns, and your growth plans – then give you a clear, honest recommendation.

As your authorised Halo partner, Allied ESM can:

- Model your ideal named / concurrent licence split based on actual usage data
- Demonstrate Halo live – including how concurrent session management works in practice
- Help you build a business case showing the cost difference versus named-only competitors
- Advise on licence structure as your ESM footprint expands across departments
- Provide ongoing optimisation reviews as your usage grows and evolves

Get in Touch



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