



ENTERPRISE SERVICE MANAGEMENT

Halo ESM Beyond IT

A practical guide to extending Halo from the IT helpdesk to every department in your organisation.

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WHAT ESM ACTUALLY MEANS

Your IT helpdesk logic, applied to every department.

Most organisations deploy Halo to manage IT. Tickets are raised, SLAs are tracked, assets are logged. But Halo is not an IT tool. It is a service management platform that happens to be deployed by IT teams first. ESM is what happens when the rest of the organisation catches up.

ESM means every department in your organisation runs its requests, workflows, and approvals through the same system your IT team already uses. No new software. No extra licences. The same platform, extended.

66%

of organisations have now automated processes in at least one business function — up from 57% the previous year, showing rapid mainstream adoption.

McKinsey & Company — Superagency in the Workplace, January 2025

One platform, every team

HR, Facilities, Legal, and Finance each have requests to manage and workflows to run. Without a dedicated system, those requests arrive by email, Slack, or a spreadsheet. ESM replaces all of that with structured, trackable, automated service delivery across your whole organisation.

One licence, no hidden costs

Halo's all-inclusive licensing model means extending the platform to new departments costs nothing in additional software fees. The investment is configuration time, not more licences. For organisations already paying for Halo ITSM, ESM is the fastest way to increase the return on an investment already made.

The same logic that runs IT

The service catalogue, SLA management, ticket routing, and self-service portal that IT already uses work identically for every other department. Teams learn one system. Admins manage one platform. Reporting gives leadership visibility across the whole organisation in one view.

ESM is not just adding departments to the helpdesk

A true ESM implementation means each department has its own service catalogue, SLA targets, routing rules, and self-service experience. Users see only what is relevant to them. Teams manage only their own queue. The difference is structure, not just volume.

THE ESM OPPORTUNITY

Most organisations use Halo for IT only. The most effective ones use it for everything.

When Halo is deployed for IT, it transforms service quality within weeks. Response times improve, visibility increases, and manual effort drops. The question is not whether ESM works. It is why so many organisations stop at IT.

STAGE 1

IT Only

Tickets, SLAs, assets. The foundation. Most Halo customers start here and see immediate results.

STAGE 2

First Expansion

Typically HR. One additional department added in four to six weeks. Immediate ROI and a reusable template.

STAGE 3

Full ESM

HR, Facilities, Legal, Finance. One platform, every team, unified reporting for senior leadership.

35%

increase in self-service ticket deflection reported by organisations that deployed structured ITSM — alongside a 75% reduction in average ticket handling time.

Forrester Consulting — Total Economic Impact of Enterprise ITSM, December 2024

Why most organisations stop at IT

The barrier is rarely technical. IT teams know Halo well, but HR directors and Finance leads do not know it is an option for them. The gap is awareness, not capability. Halo already supports multi-department service management out of the box, with no additional configuration complexity for each new team.

The maturity arc

The typical path is IT first, one additional department second, then gradual rollout to the rest of the organisation. Each expansion takes weeks, not months. By Stage 3, the platform is handling every structured workflow in the organisation on a single data model with unified reporting across all teams.

What changes at Stage 3

At full ESM, the organisation gains something IT-only deployment cannot provide: a complete view of every service request, every SLA, and every workflow across every team. Senior leaders can see how services are performing. Bottlenecks surface before they become problems. Reporting becomes a business capability, not an IT function.

Organisations at Stage 3 ESM consistently report two outcomes: a significant reduction in ad hoc requests arriving by email or instant message, and measurable improvement in cross-department service consistency.

HR SERVICE MANAGEMENT

Start with HR. The ROI is immediate.

HR is consistently the most common first ESM expansion for Halo customers. The volume of requests is high, the email dependency is visible, and the appetite for a better system already exists. Halo gives HR teams a structured, self-service-first operation without the cost or complexity of a dedicated HR platform.

44%

of new hires actively regret their decision to join within the first week — driven by unclear processes, missing access, and no structured support.

BambooHR — The Definitive Guide to Onboarding, 2024 (survey of 1,500 employees)

65%

of employees decide whether a job is the right fit within their first month — making structured, automated onboarding a direct retention lever.

BambooHR — The Definitive Guide to Onboarding, 2024 (survey of 1,500 employees)



Employee onboarding

A new starter triggers a coordinated sequence across IT, HR, and Facilities. In Halo, this runs as a single automated workflow — every task tracked, every team accountable, every new employee onboarded consistently from day one.



Equipment and access requests

Hardware, software licences, and access changes routed through a proper service catalogue with approval workflows, SLA tracking, and audit history. The inbox chase ends and Finance gains full spending visibility.



Leave and absence management

Absence requests, return-to-work confirmations, and flexible working changes handled through Halo. HR holds a structured record, managers approve through the portal, and downstream system changes trigger automatically.



Policy and compliance queries

Employment policy questions, data protection requests, and compliance queries managed with response SLAs, knowledge base integration, and a complete audit trail. No more policy decisions lost in an email thread.

The most common outcome HR teams report after going live on Halo: a significant reduction in requests arriving by email, and the ability to report on HR service performance for the first time.

FACILITIES, LEGAL AND FINANCE

Three departments that benefit immediately after HR.

HR is typically the first expansion. Facilities, Legal, and Finance follow the same pattern: high request volume, email dependency, and no structured tracking. Each takes weeks to configure, not months.

Facilities

Facilities teams manage a constant stream of requests that arrive by email, phone, or an informal knock on the door. Halo gives them the same structure IT already has.

- Room and space booking requests with approval workflows and calendar visibility
- Maintenance and repair requests with asset linkage and contractor assignment
- Safety incident reporting with SLA escalation and compliance logging

Legal

Legal functions face two service management problems: contract queues that are hard to track, and compliance requests that need a documented response trail.

- Contract review and approval request queues with deadline tracking
- Compliance and regulatory query management with SLA enforcement
- Data subject request handling with statutory deadline management and full audit trail

Finance

Finance teams handle structured approval workflows every day. Running them through Halo connects Finance to the same platform IT and HR already use, with a complete audit trail for every decision.

- Purchase order and procurement requests with multi-level approval routing
- Expense claim submission and approval workflows with policy enforcement
- Supplier and vendor query management with SLA tracking and escalation rules

One portal, every department

When all four departments are live, end users see a single self-service portal organised by department. They raise the right request in the right place, and it goes to the right team with the right SLA attached. From the user's perspective, the organisation just works.

GETTING THERE

From IT helpdesk to enterprise platform in three stages.

ESM is not a project. It is a journey. The organisations that do it well start with IT, prove the model, then expand one department at a time. Allied ESM structures every ESM engagement around this three-stage approach.

01 IT Service Management — you are likely here

The foundation. Incident management, request catalogues, change management, CMDB, and self-service portal are live for IT. SLAs are tracked, assets are logged, and the platform is stable. Most Halo customers are at this stage when the ESM conversation begins.

02 First expansion — typically HR, four to six weeks

One department is brought onto the platform. A new service catalogue section is built, staff are trained, and the self-service portal is extended with a dedicated view. The outcome is immediate value for HR and a repeatable template that makes every subsequent expansion faster.

03 Full ESM — Facilities, Legal and Finance

The remaining departments join in sequence. Each has its own catalogue section, SLA targets, team queues, and reporting. The single portal is live for the whole organisation. Senior leadership has cross-department visibility for the first time. This is the platform doing everything it was designed to do.

How Allied ESM structures an ESM expansion

Every ESM expansion we deliver starts with the same question: which department would benefit most, and which has the appetite to go first? From there, we run a focused configuration sprint, build out the catalogue section, train the team, and go live. We do not ask organisations to commit to all departments upfront. Each stage proves value on its own terms before the next one begins.

Allied ESM has delivered Halo implementations and ESM expansions for organisations across the UK public sector, financial services, legal, and the not-for-profit sector. If your team is ready for the next stage, we are ready to help.

PURE-PLAY HALO PARTNER

Allied ESM is 100% focused on Halo.

We are one of a small number of pure-play Halo ITSM partners globally. Every consultant, every project, and every support call is built exclusively around Halo. No competing platforms, no divided loyalties, no junior consultants learning on your implementation.

Our delivery team includes ITIL-certified consultants with direct experience across IT and ESM implementations in financial services, legal, the public sector, higher education, and the not-for-profit sector.

Allied ESM is headquartered in London with both UK and global delivery teams.

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