



Halo On-Prem

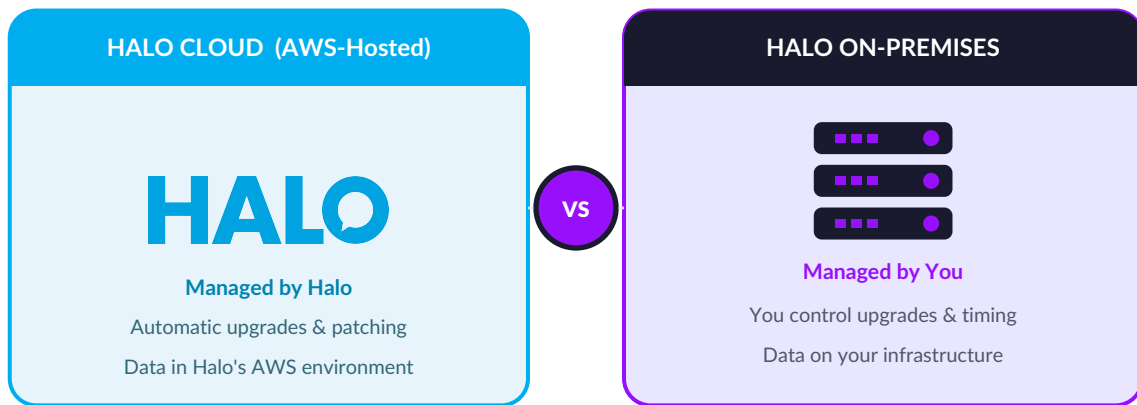
The full power of Halo.
On your infrastructure.

A guide to running Halo on your own servers, private cloud,
or regional infrastructure – delivered by Allied ESM.

What is Halo On-Prem?

Same software. Your infrastructure. Your rules.

Halo is an enterprise-grade IT Service Management (ITSM) platform. By default it runs in Halo's own highly available cloud environment. The On-Prem option gives you exactly the same product – every feature, every integration, every update – but installed on servers that you own or control.



<p>Physical Servers</p> <p>Install Halo directly onto your own hardware in your data centre.</p>	<p>Private Cloud</p> <p>Deploy onto a private VMware, Hyper-V or similar virtualised environment.</p>	<p>Regional Cloud</p> <p>Run on Azure, AWS or GCP in a region you choose – outside Halo's shared tenancy.</p>
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In short: if it's not in Halo's AWS environment, it's On-Prem. Halo is agnostic about where you host – as long as the infrastructure meets the technical requirements, everything works identically.

Allied ESM as your authorised Halo partner will guide you through scoping, installation, and ongoing support – so you get all the control of on-prem without the complexity of going it alone.

Why Choose On-Prem?

On-Prem is the right choice for organisations that need control, compliance, or sovereignty.

IF YOU ARE IN...	IF YOU NEED...
<ul style="list-style-type: none">• Government and defence• Highly regulated industries (finance, healthcare, legal)• Regions with strict data residency laws• Organisations requiring air-gapped environments• Any business that simply wants full control of its data	<ul style="list-style-type: none">• Data sovereignty – data stays within your jurisdiction• Regulatory and compliance requirements (ISO 27001, Cyber Essentials, GDPR, etc.)• Control over upgrade timing and change management• Custom network and security policies• Control over performance, scaling and access

Halo On-Prem is a fully supported, officially licensed deployment model – not a workaround. You get the same feature set, the same support, and the same update cadence as cloud customers.

On-Prem vs Cloud: What Changes?

Very little changes in terms of the product. The difference is in who runs the infrastructure.

Halo cloud customers benefit from Halo's fully managed environment – automatic scaling, managed upgrades, and 24/7 infrastructure monitoring. With On-Prem, those responsibilities shift to your team. In exchange, you gain complete control.

Area	Cloud (Halo-Hosted)	On-Prem (You-Hosted)
Infrastructure management	Halo manages	Customer manages
Software upgrades	Automatic	Customer-controlled
Uptime & availability	Halo SLA	Customer's responsibility
Security patching	Halo patches	Customer patches
Data location	Halo's AWS regions	Customer's choice
Integrations & AI features	Fully supported	Fully supported (outbound internet required)
Halo support & guidance	Full support	Full support
Licensing	Included	Outbound internet required for licence validation

That's it. Halo continues to provide support, guidance, documentation, and updates regardless of which deployment model you choose. Allied ESM will assist with the initial setup and be your ongoing point of contact.

Technical Requirements

What you need to run Halo On-Prem.

Halo On-Prem has a modest infrastructure footprint and scales gracefully with your agent count. The core requirement is two servers – one for the Halo application and one for the SQL database – plus basic outbound internet access for licence validation.

Software Requirements

Component	Requirement
Operating System	Windows Server 2016, 2019, or 2022 (32/64-bit)
Database	Microsoft SQL Server 2016, 2019, or 2022 (2022 recommended)
.NET Version	6.0
C++ Redistributable	2015-2022
URL Rewrite	Version 2.1
Supported Browsers	Chrome, Firefox, Edge, Safari

Application Server – Sizing Guide

Active Agents	Minimum RAM	Minimum CPU	Min. Instances
1 – 49	4 GB	2 Core 2.5 GHz+	2
50 – 99	6 GB	4 Core	2
100+	8 GB	6 Core	3+

Database Server – Sizing Guide

Active Agents	Minimum RAM	Minimum CPU
1 – 49	4 GB	2 Core 2.5 GHz+
50 – 99	8 GB	4 Core
100+	16 GB	6 Core

Note: These are minimum specifications. Allied ESM will work with you to right-size your deployment based on your specific usage patterns, integrations, and growth plans.

How It Works

A plain-language overview of the Halo On-Prem architecture.

When a user opens Halo in their browser, the request travels through a layered architecture designed for security, resilience, and performance. You control every layer of this stack.

- 1 Web Application Firewall (WAF)**
All inbound traffic is first screened by a WAF. It blocks malicious request patterns (such as SQL injection attempts) and applies rate limiting to protect your servers from denial-of-service attacks.
- 2 Load Balancer**
Valid requests are routed to the least-loaded application server in your cluster, ensuring no single server becomes a bottleneck and users always get a fast response.
- 3 Application Cluster with Auto-Scaling**
Halo runs across a cluster of application servers that scale up automatically during peak usage and scale down during quiet periods, based on metrics such as CPU load. You define the scaling thresholds to suit your organisation.
- 4 SQL Database with High Availability**
Data is stored in Microsoft SQL Server, configured with Windows Server Failover Clustering (WSFC) and an AlwaysOn Availability Group. This provides automatic failover, up to 9 read replicas, and the choice of synchronous or asynchronous replication.
- 5 Redis Shared Caching**
A Redis caching layer improves application performance by storing frequently accessed data in memory, reducing load on the database.

Allied ESM can provide full architecture diagrams and assist your infrastructure team with every stage of the deployment, from initial planning through to go-live.

Key Things to Know

Before you decide – here is what matters most.



Integrations and AI work with outbound connectivity

All of Halo's integrations (Microsoft 365, Slack, Teams, etc.) and AI features continue to work on-prem, provided the server has standard outbound internet access. You do not need inbound exposure from the internet.



No vendor lock-in

Halo On-Prem is not tied to any single cloud vendor. You can host on physical hardware, any hypervisor, or any public cloud – the choice is entirely yours.



You control your upgrade schedule

Upgrades are not forced. Halo releases updates regularly and you choose when to apply them, giving your change management process full visibility and control.



Fully supported by Halo

On-Prem customers receive exactly the same level of support from Halo as cloud customers – including access to documentation, the support portal, and the Halo team.



Allied ESM handles the complexity for you

As your authorised Halo partner, Allied ESM will manage the installation, configuration, and ongoing relationship with Halo on your behalf. You focus on your service desk; we handle the technical heavy lifting.



Licensing requires minimal internet access

Halo's licensing system validates over a basic outbound HTTPS call. No inbound ports or complex firewall rules are required – a standard outbound internet connection is sufficient.



Ready to Explore On-Prem?

Allied ESM will make the process straightforward from first conversation to go-live.

Whether you are at the early evaluation stage or ready to begin scoping a deployment, Allied ESM is here to help. As an authorised Halo partner we can:

- Walk you through the full Halo On-Prem feature set with a live demonstration
- Help you assess whether On-Prem or Cloud is the better fit for your organisation
- Size your infrastructure requirements based on your agent and user volumes
- Project-manage the installation and go-live alongside your IT team
- Provide ongoing support, training, and platform optimisation after go-live

Get in Touch



info@alliedesm.com | alliedesm.com

