



Training & Self-Sufficiency

Built to make you independent.

The Halo approach to lasting capability.

alliedesm.com | Authorised Halo Partner

Why Most Implementations Fail Long-Term

The dependency trap – and how to avoid it.

Most consultancies want to stay involved. Not because the work requires it, but because ongoing dependency is how they generate revenue. They build solutions your team can't own, configure systems only specialists can touch, and structure contracts that keep you coming back. The result? Years in, you still can't make a simple change without raising a project.

Halo is built differently. Its low-code, no-code configuration model means your own administrators can manage, extend, and evolve the platform – without a large internal team, a dedicated Centre of Excellence, or expensive external resource. That is not a limitation. It is the point.

THE TRADITIONAL APPROACH

Complexity as a business model.

High implementation costs, steep learning curves, and ongoing PS contracts that keep customers reliant on their partner. Knowledge lives with the consultancy – not the customer.

THE ALLIED ESM APPROACH

Capability as the outcome.

We are measured by how quickly your team can stand on its own. Every project we run includes structured knowledge transfer. Our goal is for you to need us less – not more.

If your partner has never talked to you about self-sufficiency, ask yourself why.

What is Halo University?

Your hub for learning, mastering, and certifying Halo knowledge.

Halo University is a self-paced online learning platform available to every Halo customer, free of charge. It covers the full product suite – HaloITSM, HaloPSA, and HaloCRM – with structured courses designed to take your team from first login through to confident, certified administrators.

Unlike paid training programmes that lock knowledge behind certification fees or scheduling windows, Halo University is available on demand. Your team learns at their own pace, applies knowledge directly to their own environment, and earns recognised certifications they can carry with them.



Free for all Halo customers

No licensing fee, no per-seat cost. Halo University is included as standard for every customer on any Halo product.



Self-paced and on demand

Learn on your schedule. No cohort dates, no instructor availability to navigate – start any course at any time and progress at your own pace.



Always current

New modules are released alongside every Halo product update, covering feature highlights and configuration changes. The platform evolves with the product.



Practical and applied

Interactive exercises, video walkthroughs, and real configuration examples built from actual use cases. Learning translates directly to your live environment.



Certification-backed

Quizzes, scenario-based challenges, and live configuration reviews lead to downloadable certificates and digital badges – recognised recognition for your team.

Three Levels. One Clear Path.

From first login to certified administrator – and beyond.

Halo University is structured around three progressive levels. Each builds on the last, taking learners from a foundational understanding of the platform through to the skills needed to configure and manage a full enterprise environment.



Foundation – Understand the platform and core features.

The starting point for every new user. Foundation covers the Halo interface, core service management concepts, and how the platform works out of the box. Ideal for agents, end-users, and anyone new to Halo. No prior ITSM experience required.



Admin – Configure, manage, and customise your environment.

The recommended path for every Halo administrator. Admin-level training covers workflow configuration, automation, portal design, integrations, and platform management. Completion leads to the HaloITSM Admin Certification – a recognised credential that demonstrates hands-on capability.



Architect – Build scalable, enterprise-ready systems.

For experienced administrators ready to take on complex multi-team or enterprise deployments. Architect-level content covers advanced configuration patterns, performance considerations, and large-scale ESM design.

Allied ESM recommends that all customers complete Foundation and progress to Admin as the core journey. The HaloITSM Admin Certification is the benchmark we work towards with every customer team we support.

A certified admin in your own team is worth more than a year of external support calls.

How Allied ESM Accelerates the Journey

Knowledge transfer is not an add-on. It is how we work.

Halo University gives your team the structured learning they need. Allied ESM makes sure they can apply it. On every project we run, we build alongside your administrators – not instead of them. Configuration decisions are explained, not just delivered. Your team participates in the build so that when we leave, capability stays behind.

DURING IMPLEMENTATION

Learn by doing – in your own environment.

Where possible, we pair Allied ESM consultants with your nominated administrators throughout the project. Key configuration tasks are carried out together, with context provided at every step. We align project milestones with Halo University modules so classroom learning and practical delivery reinforce each other.

AFTER GO-LIVE

Independence by design.

Our delivery approach is intentionally structured to reduce reliance on external support. We document what has been built, why decisions were made, and how your administrators can extend the platform themselves. Post go-live support from Allied ESM should feel optional – not essential.

ONGOING

Stay current as Halo evolves.

Halo releases product updates regularly. Halo University releases corresponding training at the same time. We help customers build a habit of staying current – so new features get used, and the platform continues to deliver value long after the initial project closes.



Ready to Start the Journey?

Self-sufficiency starts on day one.

Allied ESM works with organisations that want to get the most from Halo – without building a long-term dependency on external support. Whether you are evaluating Halo, mid-implementation, or looking to upskill an existing team, we can help you build a training and knowledge transfer plan that works.

- Free Halo University access for every customer – no excuses not to start
- Foundation to Admin: the recommended path to HaloITSM certification
- Allied ESM embeds knowledge transfer into every project from day one
- Low-code, no-code Halo means your team can own it – we help make that a reality

Get in Touch



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