

# Ultrafast Support for an Ultrafast ISP...

## Client Case Study



Since 2012, Gigaclear has been on a mission to unlock the potential of poorly-served, rural communities by delivering fast and reliable broadband to people's doorsteps. Their commitment to take fibre further using their state-of-the-art network, has stretched across more than 26 counties in the South West, the Midlands and the South East. To continue achieving this Gigaclear required a more solid, useable ITSM tool that aligned with their business goals and they chose iService to deliver HaloITSM.

## HALOITSM

*"Halo is a revelation compared with other products used. It was like the sun shining through on a cloudy day"*



**42**

HALO ITSM Agent  
Licences (3 concurrent)



Operating Hours

**24/7**

### THE PROJECT

HaloITSM was replacing an on-premise instance of Cherwell Service Management. The project was delivered using an Agile approach based on discovery workshops with the key stakeholders for each process/module, with configuration, demonstration, training and modifications where required. Beyond the initial 27 licenses, a further 15 named licenses and 3 concurrent licenses have been purchased as further Halo functionality has been deployed in Phases 2 and 3.


### REQUIREMENTS

- Service Catalogue
- Incident Management
- Service Request
- Problem Management
- Change Request
- CMDB (Asset Management)
- Task Management
- Self Service Portal
- Dashboards
- Reporting
- Knowledge

### THE OUTCOME

The project delivered 3-phases successfully to Network Ops (NOC), IT Services and Change Management. Phase 4 is expected to roll-out to Wholesale, with others potentially following. This has achieved repeatable, business aligned processes, with an audit trail of agent actions and the ability to track Incidents. Team and Business engagement has also greatly benefitted, enabling SLAs to dramatically improve.



 01793 317490

 <https://iservicesolutions.co.uk/>

 [sales@iservicesolutions.co.uk](mailto:sales@iservicesolutions.co.uk)

*“The iService team has been absolutely brilliant, the engagement model and dedication to ensure that requirements are met has been fantastic”*

## CLIENT FEEDBACK

---

The client has stated that due to the great partnership with iService and the team taking the time to fully understand the business and its requirements, all expectations have been exceeded.



### Gains / Benefits

---

Halo has delivered on all of the anticipated gains and more:

- **Service Management:** Halo’s streamlined processes, notifications and dashboards has resulted in a 30% reduction of open tickets from an average of 100 down to 70 at any one time. An average of 98% of tickets are now closed weekly (30% increase) enabling backlog reduction. SLA adherence has also improved with Halo, with Incident SLA resolution reaching adherence of 94%, and the Service Request adherence 93% - compared to the best the client could achieve with the old system of 50%.
- **Reporting & Dashboards:** Reporting is now far easier and time to report has significantly reduced from 1 working day to an amazing 45-minutes. Dashboards have certainly helped and allowed instant reporting which was previously difficult and cumbersome. For example, the NOC team now have visibility of all tickets within a dashboard, replacing the previous use of several systems to manage their tickets (including Excel, Email, Jira, and SharePoint).
- **Change Management:** Logging and managing Changes in Halo is far simpler via the Halo portal with its powerful workflow and approval processes. This has improved business engagement drastically. Gigaclear had 1500 open changes prior to the Halo go-live, with many having already been completed, but not closed. 838 new changes have been undertaken in Halo since go-live, and there are only 106 currently open (all of which are planned changes due to be implemented at a later date). Halo’s straightforward processes and better business engagement are exemplified in a big way with the Systems Team who manage servers and applications. Historically, they were using Jira, but moved to Halo. They said that when Halo was demonstrated to them, “it was like the sun shining through on a cloudy day”. Ticket flows were created in December, and they went live in January and they are loving the simplicity and the ability to pass tickets between IT and Systems seamlessly.
- **Self-Service Portal:** The client has kept the portal as simple as possible (incidents, service requests, changes, knowledge). There’s been a really positive uptake of portal usage and people actively voting on knowledge articles. This has resulted in a huge uptick in satisfaction surveys due to Halo’s out of the box ‘smiley’ satisfaction buttons in emails (95% positive) and staff are engaging with further comments too.

The positive journey for Gigaclear with Halo and iService has led to potential rollout to HR, Networks, and Salesforce support team by the end of 2025. They are also looking to utilise Salesforce integration and Icinga (alerting system) to enable alerts to raise tickets automatically in Halo. Intune may also be integrated. Because of the way that Halo integrates with Confluence, they will also be moving 220 users of confluence to utilise the Halo portal, providing access to knowledge articles that were previously held in Confluence resulting in a huge financial benefit.

Measures	Old System	HALOITSM	
Average Weekly Ticket Closures	65-70%	✓	98%
Average Open Tickets at one time	100	✓	70
SLA Adherence	50%	✓	94%
Reporting Time	1-day	✓	45-mins
Open Changes	1500	✓	106
Business and User Satisfaction	n/a	✓	95%



Improved Reporting



IT Services Efficiency



ITIL Standard Framework



### Experience working with iService Solutions ▼

Gigaclear's IT Service Desk Manager stated:

iService were awesome! They listened to what was needed, advised on what could be done, and then went out of their way to find ways to implement the things that couldn't be done. iService have kept us on the straight and narrow, providing focus on core requirements and functionality. They took the time to understand our business, and the entire engagement has been a proper partnership. Account management were constantly in contact to ensure that all is well, but not hounding us to buy more licenses or consultancy.



*"We couldn't ask for anyone better to work with and we are quite happy to recommend them to anyone who is looking to implement Halo."*



01793 317490

<https://iservicesolutions.co.uk/>

[sales@iservicesolutions.co.uk](mailto:sales@iservicesolutions.co.uk)