Saved time with a fast interface and minimal click interactions

Achieved an 94% SLA which is increasing month on month

Improved visibility of workloads across the teams

Customer
SKY TV

Industry
Entertainment

Teams
70+

Customer Since
2020

Requirements:

- Migration from ServiceNow
- Strong ITIL alignment, flexibility, increased customisation capability, and fast, modern interface
- Greater control and freedom with software
- Greater identified asset, and software management capability

Solution:

HaloITSM brought an easy to use, yet highly customisable and flexible ITIL aligned solution which enabled SKY to have the greater control and freedom with their processes.

SKY sought greater customisation capability, they wanted to be able to customise workflows for different teams and customise their service catalogue to enable multi-layer approvals for services. The Halo system had the asset, and software management capability SKY were seeking, all within an incredibly fast, modern interface.

HaloITSM's customer service and dedication to consultancy is second to none, enabling the close relationship between SKY and Halo to form. This is something SKY did not previously experience with their previous vendor, a relationship they are grateful for.

HALOITSM

About SKY

SKY is a national, leading entertainment company which connects New Zealanders to daily news, live sport, movies, television shows, documentaries, music, and many more.

SKY has been in operation for 30+ years. They have a significantly large customer base, serving more than 700,000 customers per day.

They have an IT department of 300+ people who work 24/7 to ensure Television services are available at all times, to all New Zealanders.

The Challenge

SKY sought to move away from their ServiceNow solution to a cost-effective alternative. They required a system that had strong ITIL alignment, flexibility, increased customisation capability, and a fast, modern interface which they had greater control and freedom of.

Their last ITSM system had been in place for 6 years. Throughout this period, it become clear that the customisation capability of their ITSM system was not advanced enough to meet their growing workflow needs.

Further pain points included their current system was quite modular, causing it to feel disjointed when used, and the system did not have a smooth, consistent flow. Identified asset management was also a key area they wanted improvement in, particularly software management.

SKY indicated they desire a greater personal relationship with their ITSM system providers.

70+

Customer Since
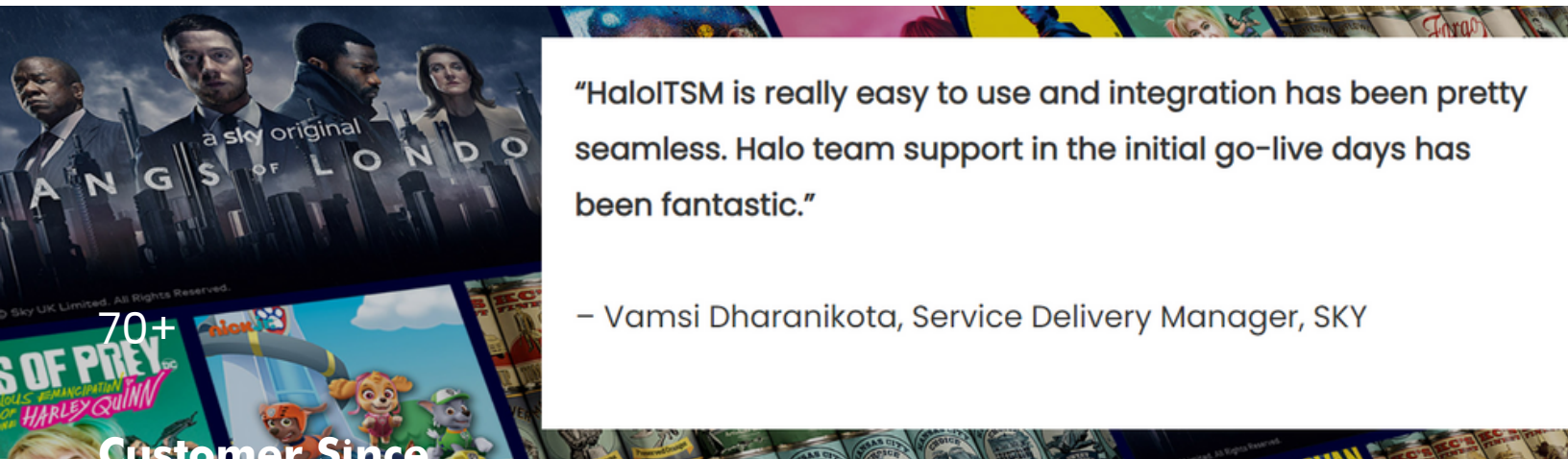
"HaloITSM is really easy to use and integration has been pretty seamless. Halo team support in the initial go-live days has been fantastic."

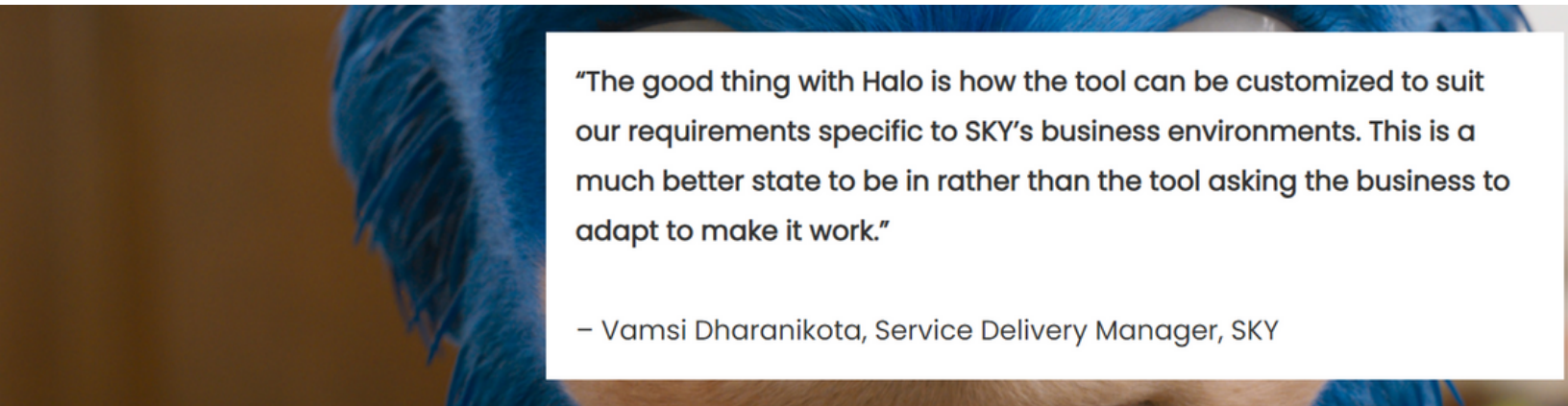– Vamsi Dharanikota, Service Delivery Manager, SKY

The Solution

HaloITSM brought an easy to use, yet highly customisable and flexible ITIL aligned solution which enabled SKY to have the greater control and freedom with their processes.

SKY sought greater customisation capability, they wanted to be able to customise workflow for different teams and customise their service catalogue to enable multi-layer approvals for services.

The Halo system had the asset, and software management capability SKY were seeking, all within an incredibly fast, modern interface.

HaloITSM's customer service and dedication to consultancy is second to none, enabling the close relationship between SKY and Halo to form. This is something SKY did not previously experience with their previous vendor, a relationship they are grateful for.

"The good thing with Halo is how the tool can be customized to suit our requirements specific to SKY's business environments. This is a much better state to be in rather than the tool asking the business to adapt to make it work."

– Vamsi Dharanikota, Service Delivery Manager, SKY

The Results

HaloITSM generated the one, centralised system that SKY were seeking. SKY previously used Activate and Service Now systems, which were integrated and found to be limiting, and inefficient to use.

A point of difference which strengthens the HaloITSM system in comparison to their competitors is their flexibility with customisation capabilities. HaloITSM had the flexible customisation SKY were after.

Customisation was enabled to tailor the program for different teams, generate different SLA and email templates for team use, as well as provide restricted areas for housing of sensitive information.

HaloITSM software upgrades are solely managed by Halo Service Solutions, providing ease of use for SKY as it is one less action they have to execute, and they will not miss out on new features rolled out into the program each month without additional cost.

The program was also implemented by HaloITSM. The implementation occurred over a tight time frame of 10 weeks. This would not have been achievable without the strong relationship HaloITSM and SKY built, as well as the consultancy, implementation services, and around the clock support provided by HaloITSM.

HALOITSM