

MOZΔIC x HALO

Extend Halo Beyond IT

Build Your Enterprise Service Future

A free strategy workshop to help you unify service,
automation, and experience across your enterprise

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Introduction

Mozaic is an award-winning specialist consultancy and partner of choice for organisations looking to improve their strategy, delivery and operations.

Our collaborative approach combines deep expertise with practical innovation, enabling us to rapidly assess your challenges, co-design solutions and operating models, build internal capability, and accelerate delivery through our proven methodology and toolkit.

Working in partnership with Halo, we bring the framework, facilitation, design thinking and delivery that turns ambition into an actionable roadmap.

What's the opportunity?

Halo has the ability to help your IT team deliver service: clarity, automation, and better experiences. Now, those same capabilities can be extended across the enterprise.

Enterprise Service Management (ESM) applies the proven principles of IT Service Management (ITSM) across every function, so work moves faster, effort is visible, and users get one coherent experience instead of a maze of inboxes and forms.

What's on offer?

A complementary workshop, delivered by Mozaic. The Mozaic team will work with you to:

- ▶ Build a mutual understanding of what ESM is, typical problems and challenges and indicative benefits.
- ▶ Understand how Halo could contribute to the delivery of these benefits
- ▶ Give short Halo demonstrations to show you the 'art of the possible'
- ▶ Bring your journey to life by stepping through the Mozaic '10 Levers' ESM model
- ▶ Define your high-level target state and setting your ESM vision

Why ESM on Halo?

Enterprise Service Management is the practice of applying IT Service Management (ITSM) principles, frameworks, and tools to other areas of an organisation beyond IT.

It aims to optimise service delivery, streamline processes, and improve user/employee experience across departments such as HR, Finance, Facilities, Legal, and Procurement.

By using Halo as your centralised platform, ESM standardises workflows, automates routine tasks, and enhances communication across different

business units, fostering more efficient service delivery. This approach provides organisations with a holistic view of their operations and aligns service management processes with broader business objectives.

ESM improves service quality, increases efficiency, and offers greater visibility into performance and outcomes across the entire enterprise, making it an important part of digital transformation strategies.

Typical Challenges Addressed Through an ESM Strategy

Complexity and Inconsistency

The lack of an enterprise-wide solution for service delivery across has resulted in process inefficiency and service inconsistency. E2E workflows are inhibited due to the multiple system touchpoints.

Sub-optimal end-user experience

The current use of multiple systems and processes does not adequately support end users. The onus is on customers to know what services are available, where to access them and what information is required.

Limited ability to self-serve

Across the ecosystem, there are multiple sources of knowledge management and governance, which is leading to inconsistencies. As a result, service fulfillers have increased requests for Tier 0 and 1 services.

Limited ability to manage work

There is no clearly identified framework to prioritise incoming demand. This means that teams are constrained in their ability to accurately track and manage their capacity and that request visibility is one-dimensional.

Lack of task and process streamlining

The way in which repetitive processes and repetitive tasks currently operate is by heavily relying on manual effort. As a result, employee effort pivots from value adding work and customer interactions towards data entry and hand-offs between queues.

Poor visibility of performance

Reporting and service performance data is inconsistent, relying predominantly on manual data collation and dashboarding. The varying methods adopted between teams has led to limited visibility.

What are the Benefits?

The benefits of Enterprise Service Management (ESM) are immense: faster service delivery, lower cost-to-serve, richer insight, and a seamless experience for employees and customers alike. But the value isn't one-size-fits-all. Every organisation has its own structure, pressures, and opportunities.

The impact of ESM depends on where friction lives in your business today and how your teams work together to remove it. That's why our approach starts with understanding your specific context: your people, your processes, and your ambitions.

Based on our experience, the average benefits achieved through ESM are:



Process & System Simplification

40% reduction in forms



Improved Compliance & Risk Management

Reduce workloads by 75%



Demand Deflection & Reduction

170% increase in self-service



Time Savings

20% increase in productivity



Enhanced Service Quality & User Experience

70-80% uplift, +99% Faster onboarding, 95% faster laptop procurement



Cost Reduction

Estimated savings of 20% across combined capital & operating costs

We focus on **outcomes that matter**. Measurable **improvements**, lasting **impact** and **real value** for your organisation.

The Workshop

What's the purpose?

A free, half-day strategy session to help you identify where Halo can deliver the greatest value beyond IT. Delivered by Mozaic, the session turns ESM from concept to concrete next steps.

Who is it for?

Enterprise leaders and service owners who want to:

- ▶ Extend Halo beyond IT into enterprise functions
- ▶ Simplify how services are requested, fulfilled, and measured
- ▶ Build an actionable 90-day plan for ESM adoption

What's the format?

Half-day in-person.

Facilitated by Mozaic's operating model specialists.

Highly interactive and tailored to your organisation's current state.

What will the workshop cover?

Frame the opportunity: Understand what ESM means for your organisation and where Halo fits.

Map your current landscape: Identify key services, pain points, and improvement levers across functions.

Design your ESM vision: Use Mozaic's 10 Levers Framework to define an enterprise service model.

Shape your roadmap: Prioritise quick wins, automation opportunities, and cross-functional enablers.

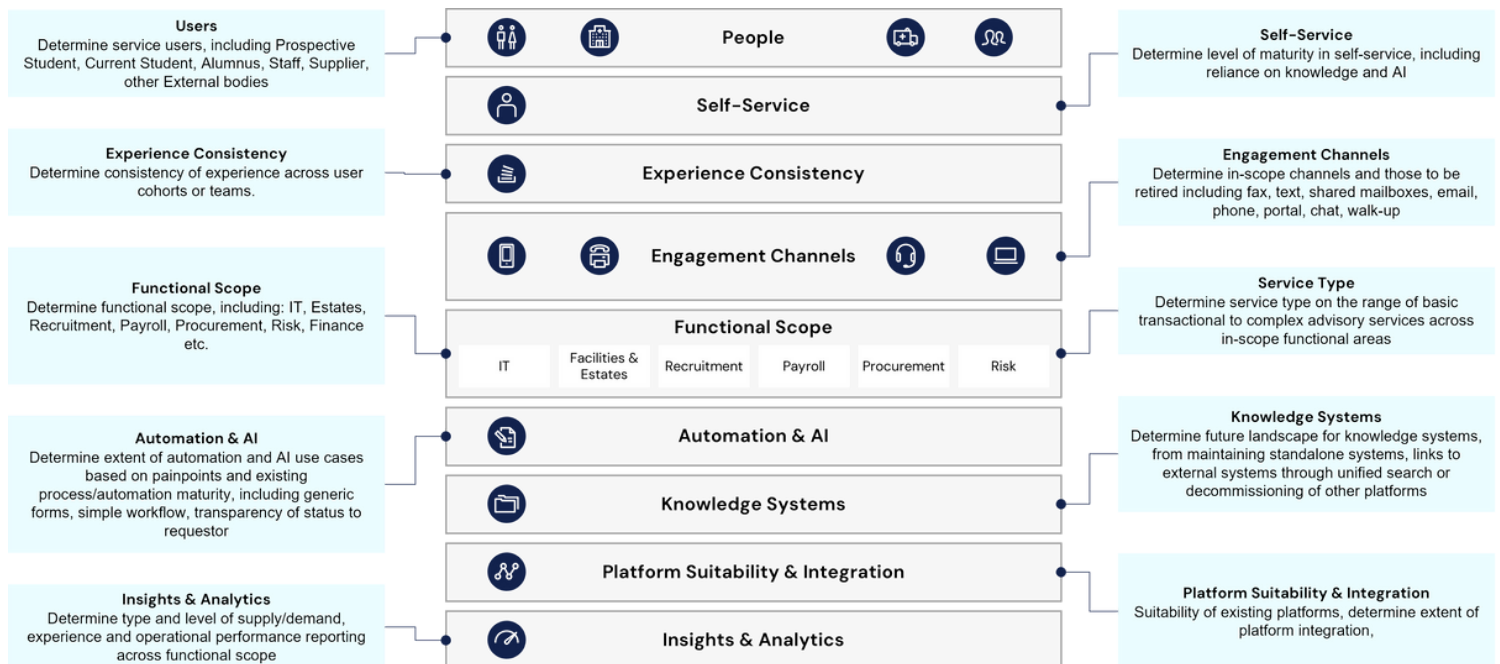
What will the outcome be?

- ▶ A shared understanding of what ESM is, typical problems and challenges and indicative benefits.
- ▶ An understanding of how Halo can contribute to the delivery of these benefits
- ▶ Clarity on Mozaic's 10 Levers ESM model and how it shapes the transformation.
- ▶ A high-level target state and your ESM vision

Mozaic's 10 Levers Model

Mozaic's 10 Levers of Enterprise Service Management model provides a structured way to design and scale service transformation. It helps organisations move from isolated functions and ad-hoc improvement projects to a deliberate, end-to-end operating model. Each lever represents a design choice that shapes how services are defined, delivered, and experienced, from who can make a request, to how automation, AI, and data drive fulfilment and insight.

Together, they form a complete view of the enterprise service landscape: people, processes, policies, technology, and performance.



During the workshop, we use the 10 Levers as both a diagnostic and design framework. They make complex trade-offs visible and allow leaders to quickly see how mature their service model is today, and what “good” could look like in their context.

It's a fast, visual way to build alignment across HR, Finance, IT, Facilities, and other functions, helping teams prioritise investment, automation, and governance decisions around a shared vision.

What's Next?

Enterprise Service Management is the next frontier: connecting every function through one platform so work flows, insight grows, and people get what they need without friction.

The opportunity is huge, but it starts with a single step: a conversation about where Halo can make the greatest impact for you.

Join us for a free Halo ESM Accelerator Workshop, facilitated by Mozaic, and leave with clarity, alignment, and a plan to turn possibility into measurable progress.

Contact Mozaic today to secure your session.

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