

How Inlumi Cut ITSM Costs By 30% And Boosted Efficiency Across 12 Countries

From ServiceNow To HaloITSM, Simplified, Scalable, And Future-Ready.

"With ServiceNow, even small changes required third parties and delays. Now, we go directly to Halo's support team — fast, effective, and simple."

— Emmie van Alem, Customer Service and Compliance, inlumi

At a Glance

Industry: Service Providers

Tool: ServiceNow to HaloITSM

Services: ITSM Migration, Implementation & Optimisation

Challenges:

- ✦ Escalating ServiceNow costs without added value
- ✦ Complex and time-consuming customisation
- ✦ Declining support quality and responsiveness
- ✦ Need for strong integrations across CRM, finance, and registration systems

Solutions: Migration to HaloITSM — delivering intuitive, flexible, and cost-efficient IT service management for a globally distributed team.

Results:

- 30%** licensing cost reduction
- 250+** users onboarded globally within weeks of launch
- 12** countries supported with a unified ITSM system

Meet inlumi

Headquartered in Utrecht, the Netherlands, inlumi is a global consultancy specialising in financial reporting and enterprise performance management (EPM).

With over **250 employees across 12 countries**, inlumi helps enterprise clients make smarter financial decisions through technology and insight. As their operations grew, they needed an ITSM platform as agile as their business. One that empowered local teams and supported global operations seamlessly.

Key Challenges

As inlumi expanded, ServiceNow's structure and costs became limiting factors rather than enablers:

- **High Costs, Low Return:** Licensing and third-party dependencies drove costs without corresponding improvements in value.
- **Rigid Configuration:** The need for advanced scripting slowed innovation and made scaling expensive.
- **Declining Support:** Long response times and third-party intermediaries caused operational friction.
- **Innovation Bottlenecks:** AI and automation initiatives were difficult to implement within ServiceNow's existing setup.

"It was holding us back. Even getting basic changes approved or implemented became a process of waiting not innovating."

— **Emmie van Alem, Customer Service and Compliance, inlumi**

Why inlumi Chose HaloITSM

When evaluating alternatives, inlumi had clear criteria: flexibility, simplicity, cost-effectiveness, and robust integration. HaloITSM emerged as the top contender. Not just for pricing, but for its **collaborative presales process**, modular design, and ability to deliver instant value.

"Halo just came out on top, not just for price, but the way we worked together, the presales team's clarity, and the way they demonstrated what was truly possible."

— Frank Wessels, Chief Technology Officer, inlumi



The Transition:

From Complex to Effortless

✦ Immediate Functionality:

Trained internal admins to manage workflows independently, reducing reliance on external teams.

✦ Simplified Customisation:

The IT team gained the ability to configure forms, workflows, and new departments without writing a single line of code.

✦ Faster Support, Stronger Partnership:

Instead of waiting on third parties, inlumi now works directly with Halo's support team — getting immediate responses and expert guidance.

✦ Cost Transparency:

All core features came included, eliminating the need for extra modules or add-on licenses.

"I was blown away by how many 'Yes, we can do this' moments there were. Everything just worked — easily."

— Marissa Nijhof, ITSM Specialist, inlumi

The Results

- **30% Reduction in Licensing Costs** – achieved through transparent pricing and concurrent licensing.
- **Improved Efficiency** – less time spent configuring and troubleshooting means more time supporting users.
- **Enhanced Support Experience** – direct contact with Halo ensures faster problem resolution.
- **12 Countries Supported** – a single ITSM solution serving global operations seamlessly.
- **Future-Ready Platform** – inlumi is now exploring AI-based triaging, resolution suggestions, and process automation.

“It’s great to have a department come to me asking for something, and I can just build it myself. No tickets, no waiting.”

— Marissa Nijhof, ITSM Specialist, inlumi

The Transformation

Before	After
Expensive, complex ServiceNow setup	Transparent, cost-effective Halo licensing
Dependent on third-party vendors	Direct, responsive Halo support
Rigid configurations requiring scripting	Simple, no-code customisation
Limited AI & automation potential	Ready for AI-driven service innovation
Fragmented global operations	Unified ITSM for 12 countries

The Saasgenie Insight:

Why Expert Guidance Matters

At saasgenie, we've helped hundreds of organisations make similar transitions. From complex, high-maintenance ITSM setups to agile, modern platforms like HaloITSM.

The inlumi case underscores a universal truth: technology alone doesn't drive transformation; expertise does.

Here's what we see time and again in successful ITSM projects:

- ✦ Discovery-first implementation ensures alignment between business goals and platform design.
- ✦ Low-code enablement empowers teams to innovate without constant external dependency.
- ✦ Transparent, AI-ready systems position businesses for scalable automation.

Whether you're exploring a **ServiceNow Alternative**, a **Halo deployment**, or an ITSM reconfiguration, expert implementation makes the difference between another IT project and a measurable business breakthrough.

Ready to Simplify Your ITSM Journey?

Partner with saasgenie's certified ITSM migration experts to achieve the same speed, clarity, and cost savings that inlumi unlocked.

[Book a Free Consultation](#)