



## From Discovery-Backed ITSM to Trusted Runtime Truth

100,000+ users across 75+ countries. ITIL-aligned. AI included as standard. **Now with a CMDB you can actually trust.**

HaloITSM is a single, all-inclusive ITSM software solution, and it won't just standardize your processes—it will also deliver valuable analytics. What powers the AI is the CMDB behind it. Virima turns HaloITSM from a service desk into a discovery-backed ITSM platform — with near-real-time asset accuracy, visual service dependency maps, and ownership context that AI agents can act on.

## OUTCOMES DELIVERED TOGETHER

**Faster Fewer 60<sub>min</sub> \$100K<sub>+</sub>**

**Lower MTTR — root cause identification with ViVID service maps and incident overlays**

**Increase MTBF — failed changes: impact analysis before approval, not after**

**First dependency map, from first scheduled scan**

**Average cost per hour of downtime (ITIC, 98% of orgs). A trusted CMDB reduces this exposure.**

## WHAT YOU ALREADY HAVE — AND WHAT VIRIMA ADDS

### HALOITSM — WHAT YOU ALREADY HAVE

#### Incident Management

Automatic assignment, SLA tracking, and AI-assisted triage. Open incidents can be logged and tracked against CIs — but only if those CIs are accurate.

#### Change Management & Control

Schedule, approve, and track changes through standardized workflows with automated risk assessments. The quality of that risk assessment depends entirely on what the CMDB says about dependencies.

#### AI Triage, Clustering & Summarization

AI groups related tickets, prioritizes by impact using sentiment and historical data, and generates case summaries. Impact scoring is only as accurate as the service relationship data behind it.

### WHAT VIRIMA ADDS

#### Near-Real-Time Asset Discovery

Agentless IP-based scans with 140+ extendable probes — covering on-premise, cloud, virtual, and containerized environments. Your first service dependency map in under 60 minutes.

#### ViVID Service Maps with Halo Overlays

Live dependency maps with open Halo incidents and planned changes overlaid — accelerating impact analysis and root cause identification. Change approvers see impacted path before signing off; incident responders see business services at risk.

#### Discovery-sourced Relationships and Dependencies

Virima builds service relationships from discovered CI data and operational knowledge your teams already have — giving Halo's AI triage real service impact context, not just ticket categories.

### Virtual Agent & Emotion AI

Instant, personalized self-service and proactive experience improvements — powered by the operational context the agent can access.

### Knowledge Discovery (RAG)

Retrieval Augmented Generation across internal and external knowledge sources. Answers are only as reliable as the asset and service data they are built on.

### Bidirectional Sync

CI data flows both ways — so the virtual agent always acts on current owner, status, and service context. Personalized self-service depends on knowing what the user is connected to.

### Discovery-sourced Data for RAG Accuracy

Virima continuously refreshes Halo's CMDB — so RAG retrieves infrastructure context that reflects what is deployed, not what was last imported.

## BETTER TOGETHER — USE CASES

### AI Triage with Real Service Impact

Halo's AI prioritizes tickets by service impact. Virima's near-real-time service maps supply the dependency context — so 'high impact' reflects actual affected services, not a ticket category.

### Virtual Agent Backed by CI Truth

Halo's virtual agent resolves faster when it can access real CI state — owner, connected services, status. Virima's CI sync and discovery-sourced relationships keep that context current for every self-service interaction.

### Change Management with Dependency Visibility

Before a change is approved, ViVID shows every downstream service and open incident on the impacted path. Automated risk assessment in Halo becomes meaningful when the dependency map is accurate.

### CMDB Built for AI, Not Just Audit

Virima populates Halo's CMDB with discovery-sourced data, not manual imports. The CMDB that Halo's AI features, knowledge library, and RAG engine rely on reflects actual infrastructure — not what was entered six weeks ago.

See how Trusted Runtime Truth turns HaloITSM's AI agents into decisions based on ground truth.

Learn more: [virima.com/integrations/haloitsm](https://virima.com/integrations/haloitsm)

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