

THREE AREAS. ONE PRACTICAL APPROACH.

Which AI problem are you actually trying to solve?

Your problem usually lands in one of three places: managing AI services in Halo, extending AI beyond Halo when the workflow needs it, or building a new AI-native product.

HALO AI SERVICE LIFECYCLE MANAGEMENT

Turn Halo agents into governed, measurable AI services that can scale safely.

AI BEYOND HALO

Agents, integrations, knowledge, MCP and operational AI across the wider stack.

PRODUCTS AND LABS

Build and test AI-native products for problems created by how AI changes work and buying.

Start where the problem is, not where the hype is.

We start with the operational outcome. Halo, the IT service management platform your teams run, stays central where it should; we extend beyond it only when the workflow needs more.

THE MAP

THE THREE AREAS

A simple map of what AI Ninjas does.

The three areas are connected, but they solve different problems. This brochure stays at map level; the AI Service Lifecycle brochure goes deeper on area 01.

Halo AI Service Lifecycle Management

You are introducing or scaling Halo agents.

Lifecycle, maturity, readiness, governance, assurance and portfolio management.

AI Beyond Halo

Your workflow needs AI outside native Halo capability.

Agents, integration, MCP, retrieval, workflow automation and managed AI operations.

Products and Labs

You have an AI-native problem that may become a repeatable product.

Explore, prototype, validate and productise the strongest ideas.

One operating principle

Start with the outcome. Add only the AI capability the workflow needs.

HALO AI SERVICE LIFECYCLE MANAGEMENT

From useful Halo agents to an AI service estate you can actually run.

Creating the agent is only the start. You still need to introduce it into your operating model, give it service context and ownership, then prove it stays worth the cost and risk as the estate grows.

THE LIFECYCLE — DEEP DETAIL LIVES IN THE LIFECYCLE BROCHURE

PLAN → PREPARE → INTRODUCE → OPERATE → ASSURE → EVOLVE

WHAT WE HAVE PRODUCTISED

AI Service Maturity Scorecard

A repeatable self-assessment and consultant scoring model.

AI Service Readiness and Portfolio Assessment

A fixed-scope engagement producing register, maturity, risk/value and roadmap.

AI Service Foundation

Halo artefacts including register, introduction workflow, change and incident controls.

AI Service Assurance

Recurring review of value, cost, quality, intervention and risk.

AI Service Evolution

Optimise, expand, remediate or retire from operating evidence.

Halo-specific differentiator

The Halo Service Automation Framework (SAF) gives the AI service its operational context. The Service Data Model (SDM), Target Operating Model (TOM), ownership, escalation and process relationships become the control plane around live agent behaviour.

AI BEYOND HALO

When the operational problem needs more than native Halo AI.

Halo remains the natural operational centre for our service-management work. Some workflows still need additional models, enterprise data, external tools or bespoke AI components.

Workflow AI Automation

AI applied to the operational workflows that already run: routing, classification, enrichment, and the checks that keep a human in the loop.

Knowledge and Retrieval

Retrieval over runbooks, prior tickets and internal documents, surfaced in context with sources attached so answers can be checked.

Agents and MCP Tooling

Agents that reason, use tools, act within limits and hand back. Agent design, MCP server development, evaluation harnesses, and the authority model.

Enterprise AI Integration

AI connected to the systems you already run: identity, ITSM, data and observability, wired to live operational context.

Bespoke AI Applications

Focused applications built around a specific problem, from working prototype to supported product.

Managed AI Operations

AI run as a production discipline: behaviour, prompt and model change, data boundaries and operational metrics.

Use the right model for the workflow

We use OpenAI, Anthropic, AWS Bedrock or others where the workflow has a real reason. We are not model-led.

PRODUCTS AND LABS

Build products for problems created by how AI changes the market.

AI Ninjas Labs is where we test ideas outside customer delivery. We explore new AI-era problems, validate whether they repeat, and turn the strongest ones into products.

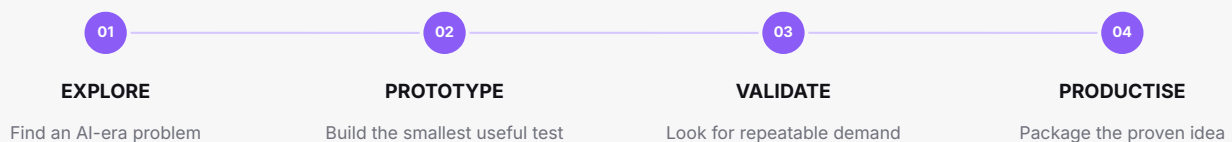
PRODUCT 01

Recommendation Readiness

ai.haloninjas.com/products

When a buyer asks an AI assistant who they should hire, are you in the answer? Recommendation Readiness measures whether AI systems can discover your company, understand what you do, find credible evidence and confidently recommend you.

HOW AI NINJAS LABS WORKS



WHY LABS MATTERS TO CUSTOMERS

Labs keeps us close to emerging AI behaviours, commercial models and technical patterns. What we learn feeds back into how we advise, build and operate AI for customers.

A permanent capability

Not every experiment becomes a product. Labs exists to test quickly, discard weak ideas and invest where AI has created a genuinely new problem worth solving.

AI NINJAS BY HALONINJAS

Start with the problem you need to solve.

Halo AI Service Lifecycle Management. AI Beyond Halo. Products and Labs. Three connected capabilities built around practical outcomes and real operational use.

Halo AI Service Lifecycle

Manage and scale your Halo AI estate.

AI Beyond Halo

Engineer the workflow beyond native capability.

Products and Labs

Explore an AI-native product opportunity.

START A CONVERSATION

Which of the three areas is closest to your problem?

We can start with a Halo AI service-management briefing, an AI engineering discovery session, or a conversation about an AI-native product opportunity.

Jon Adlum

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HaloNinjas is a Halo partner and service-management consultancy. AI Ninjas extends that experience into operational AI, AI engineering and AI-native products. We run live AI agents in our own operations; this lifecycle grew from questions we had to answer ourselves.

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