

## ABOUT FOX IT®

Fox IT® is a leading information technology service management and governance business, providing a range of consultancy solutions to companies and government organisations around the world.

Established in 1981, Fox has over 30 years experience in the Service Management industry and is at the forefront of deploying ITSM 'best practice'. We achieve repeated success in our engagements through stakeholder and business interaction, contextual training and professional development, business aligned fit-for-purpose process development and implementation as well as support and project management for ITSM tool deployment.

Our tried and tested methodologies and tools accelerates delivery saving cost and effort, with deep ITSM heritage.

REQUIREMENTS PROCESS AREA	% COMPLIANCE	RATING
General	45%	Limited
General	73%	Major
General	13%	Marginal
General	2%	Marginal
Strategy	13%	Limited
Strategy	16%	Marginal
Strategy	3%	Marginal
Strategy	9%	Marginal
Strategy	0%	None
Design	55%	Limited
Design	22%	Limited
Design	0%	None
Design	12%	Marginal
Transition	79%	Major
Transition	61%	Lim
Transition	58%	Lim
Transition	67%	M
Transition	7%	
Operation		
Operation		
Operation		
Operation		
Operation		
Service Improvement		
Service Improvement		



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# FoxSELECT™ SERVICE MANAGEMENT TOOL SELECTION SERVICE

The FoxSELECT™ service facilitates independent analysis of all Service Management tools to provide a view of how they compare to your actual business requirements.

FoxSELECT™ can also aid your decision by evaluating tools to see how well they support Service Management best practice.

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## OVERVIEW

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## CUSTOMISATION

As with all Fox IT® service offerings, the **FoxSELECT™** service can be tailored to the exact requirements of your organisation. It is delivered by one of our highly experienced consultants, all of whom have a wealth of real world tool experience, to ensure the best possible tailored solution.

## KEY BENEFITS

- Avoids unnecessary expenditure on inadequate tools
- Increases the buy-in by your stakeholders by increasing their participation and considering all their requirements during the assessment
- Provides an independent and comprehensive view of the reality of the proposed solution and whether it suits your actual requirements as opposed to the sales spin
- It is driven by both ITIL best practice and your specific business requirements
- Supports your business case and your decisions by detailing the tool requirements and the most appropriate solution
- Justifies your procurement by clearly highlighting what you are buying and why
- Maximises your ROI giving you the best possible solution for your investment

## KEY FEATURES

- Gives you a centralised view of all stakeholder requirements
- Provides a user-friendly interface
- Is fully scalable and customisable to your specific requirements
- Fast implementation and central dashboard view of results regardless of your global stakeholder distribution.

**By being vendor independent, Fox IT® can offer you a totally impartial analysis - delivering the best possible solution for your needs.**

Process/Area	Supplier		
	1	2	3
General Requirements	45%	54%	75%
Implementation Support	73%	62%	100%
Business Relationship Management	13%	33%	5%
Demand Management	57%	42%	61%
Financial Management	2%	19%	0%
Availability Management	13%	9%	21%
Capacity Management	16%	7%	19%
IT Service Continuity Management	0%	2%	0%
Service Level Management	39%	88%	91%
Supplier Management	9%	43%	0%
Service Catalogue Management	88%	92%	100%
Change Management	55%	81%	93%
Release & Deployment Management	22%	52%	41%
Service Validation & Testing	26%	31%	21%
Knowledge Management	5%	45%	33%
Service Asset & Configuration Management	12%	83%	89%
Incident Management	92%	95%	99%
Event Management	55%	66%	35%
Request Fulfilment	73%	91%	100%
Problem Management	89%	93%	99%
Continual Service Improvement	0%	5%	0%
Service Reporting	7%	19%	45%
Project Management	0%	0%	0%
Additional Requirements	100%	50%	89%
Overall Supplier Average	42%	55%	58%





## OTHER PRODUCTS AND SERVICES OFFERED BY FOX IT®

- ▶ Strategy & Planning
- ▶ Professional Training
- ▶ Awareness Campaign
- ▶ Process Development & Documentation
- ▶ Transformation Planning & Implementation
- ▶ Maturity Assessments

## Acceleration Tools

FoxROI™ FoxMAPS™ FoxSELECT™ FoxPRISM™