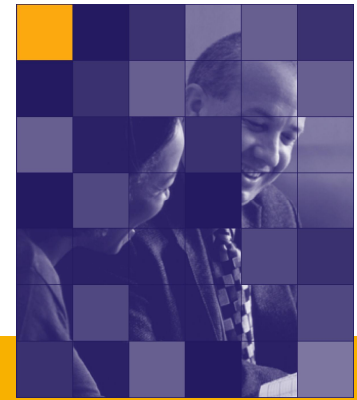


# THE INOBITS CONSULTING AND FOX IT ALLIANCE



Inobits Consulting and Fox IT have established an alliance aimed at assisting organisations to achieve effective ICT and business alignment through innovation and service excellence. Through the alliance, Inobits will deliver a range of ICT infrastructure and service management consulting and educational offerings focused on the adoption and effective implementation of the best practices documented in ITIL. The offerings will be integrated into Inobits's current ICT Management Solutions line of business.

The establishment of the alliance was driven by the synergies between the two companies. Both Inobits and Fox are within the contexts of their respective business strategies successful professional services organisations with a global focus, experienced workforces, solution-oriented delivery approaches, advocates and implementers of best practices, excellent track records, and a clear focus on extracting value from investments in ICT through integrated management of ICT infrastructures, services an organisations.

**ABOUT INOBITS.** Inobits's core business activities are centred around the development and implementation of flexible, effectively managed, and secure ICT service solutions and infrastructures that are based upon Microsoft® and related products and technologies. The company assists organisations to establish and maintain service-oriented and process-driven service provision environments, to plan, build and implement integrated service solutions, infrastructures and management architectures, and to establish and maintain skilled, well organised and disciplined workforces.



**ABOUT FOX.** Fox's core business is ICT infrastructure and service management. It has been involved in the practical implementation of infrastructure and service management techniques for more than 20 years. Many of its consultants has been (and still are) instrumental in the development and on-going improvement of the best practices documented in the IT Infrastructure Library (ITIL). Fox is a Microsoft Business Partner and one of six Microsoft Solutions for Management Specialist Delivery Partners. It has assisted in the development, and currently the ongoing improvement and delivery of Microsoft's Operations Framework (MOF). It also has a strategic partnership with Hewlett Packard for the delivery of ICT management solutions.

Both Inobits Consulting and Fox IT are  
Microsoft® Gold Certified Partners.

**Microsoft**  
**GOLD CERTIFIED**  
Partner

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## ITIL Awareness Offerings

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### Service Management in Action

Service Management in Action (SMIA) is a 1-day learning experience based upon an innovative business simulation. It is aimed at providing delegates with practical experience on how the alignment of business and ICT processes underpinned by good team working, can make a significant contribution to increased business efficiency and effectiveness. During a lively and energetic day, teams of delegates manage their own business, and experience for themselves how improved processes result in improved business profitability. SMIA is targeted at all levels and functions within the ICT services organisation.

### Service Management Overview for Business Managers

The Service Management Overview for Business Managers is a half-day, single organisation event targeted at managers involved with the procurement, exploitation and management of ICT, and/or is dependent on ICT as a major contributor to increased business efficiency and effectiveness. It is aimed at providing delegates with awareness, reinforced with practical guidance, on how service management best practices can increase the value of ICT's contribution to the core business through better alignment of business and ICT processes. Topics include a summary of ITIL's service management processes, approaches to implementation, methods for achieving a service culture, key performance indicators, and how an integrated approach to service management delivers increased service availability and quality, whilst reducing operating costs in line with business objectives.

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## ITIL Assessment Offerings

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### Online Self-Assessment

The Online Self-Assessment is aimed at providing a high-level overview of the level of service management process maturity within the organisation which can be used as input for future service improvement initiatives. It includes recommendations for follow up actions, and provides a basis upon which more detailed assessments can be planned and executed at a later stage. The Online Self-Assessment is available free of charge.



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## ITIL Training Offerings

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### ICT Infrastructure Management

ICT Infrastructure Management (ICTIM) is 3-day public or single organisation instructor-led course. It is aimed at enabling delegates to demonstrate knowledge and application of the processes required to manage an ICT infrastructure in alignment with business needs. It defines the processes, interfaces and dependencies associated with the ICT infrastructure management life cycle, including strategic plans, design, deployment, operations and ongoing support and maintenance. It builds on the general principles covered in the ITIL Service Management Essentials course, and prepares delegates for the examination to attain the ISEB ITIL Infrastructure Management Certificate. The course is targeted at anyone involved with the supply and support of business-focused ICT services and who require a detailed insight into the ICT infrastructure life cycle, from business strategy through to live operation and ongoing support and maintenance.

### Service Management Essentials

Service Management Awareness is a 3-day public or single organisation instructor-led course targeted at ICT managers and practitioners involved in the delivery and support of business-focused ICT services, and who require a detailed insight into service management best practice processes and procedures. It is aimed at enabling delegates to understand how an integrated ICT service management framework, underpinned by ITIL's service delivery and service support best practice

Also available as a fully interactive web-based course

## Why use Inobits & Fox?

- *Thought leadership*
- *Global presence & experience*
- *Mix of technical & management expertise*
- *Holistic service-oriented approach*
- *Incorporation of best practices*
- *Consistency & quality*
- *Knowledge transfer*
- *Successful track record*



## ICT Management Solutions

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