



## **FoxIT powers foxFLOW using NetIQ Aegis IT Process Automation**

Staines, UK – 05 August 2010 - Fox IT, a global IT Service Management and Governance company, today announced that [foxFLOW](#) is now powered by NetIQ Aegis, formalising Fox IT's relationship with NetIQ.

Fox IT is committed to enabling an ITIL best practice approach to business. In order to achieve this they developed foxFLOW, an ITIL Process Automation framework solution. foxFLOW has been on the market for over 2 years now and has a number of enterprise customers who can attest to the ROI it provides. This tool is now powered by the underlying technology NetIQ provides, Aegis.

NetIQ Aegis is a software platform that models, automates, measures and improves run books and ITIL-based processes, bringing both control and automation to IT operations. By leveraging a platform that captures organisational knowledge and allows IT operations to design and execute workflows that are consistent repeatable and less manual, NetIQ Aegis intelligently automates the mundane, repetitive tasks that routinely plague IT organisations.

Paul Speers, CEO at Fox IT said: "What began as a vendor agnostic solution has now become a solid partnership with NetIQ. The reason behind this is that we want to offer the best service available to our customers. To do this we needed a partner we could work with jointly to offer best of breed across the triangle of people, process and technology",

He continued: "Here at Fox IT we have a wealth of experience and expertise in IT service management and ITIL best practice. To supplement this we wanted to power our tool with the most flexible and scalable technology available, in order to solve customer problems.

Utilising a unique blend of services and technology, foxFLOW supports service managers through an automation assessment and then a proof of concept where it delivers ROI against a process within the customer's own environment.

This partnership of consultancy and education specialists, backed by NetIQ technology experts, offers a unique approach to IT Process Automation (ITPA) and enables an organisation to align IT operations with their business strategy and ensure good IT governance.

Ian McKay, Director, EMEA Channel & Strategic Alliances for NetIQ said: "Once we started talking to Fox IT the parallels between the ways we approach a project felt like a natural fit. Both NetIQ and Fox IT feel that you need to build the framework from the ground up. Using ITIL as a best practice guideline allows an organisation to document processes then automate those which cost them the most in either time or money. We look forward to working together on further joint ventures."

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#### **About Fox IT**

Fox IT is a global IT Service Management and Governance company, providing organisations with consultancy, education and technology in methodologies that help them to align their IT operation with the business strategy and ensure good IT Governance.

Its services are underpinned by world-class Service Management and Governance concepts and practices based on a range of industry standards, including the IT Infrastructure Library (ITIL®), the global de facto best practice guidance for delivering business focused IT services, MOF, ISO20000 and COBIT. <http://www.foxit.net/pages/solutions/process-automation.shtml>

The company's head office is in Woking in the UK, with operations in both Philadelphia, PA and Seattle, WA. Fox IT is further expanding its global presence through strategic partnerships in Japan, South Africa, Middle East, Central Europe and Latin America.

#### **About NetIQ**

NetIQ is an enterprise software company with relentless focus on customer success. Our portfolio for managing Security & Compliance, Identity & Access, and Performance & Availability helps organizations cost-effectively tackle information protection challenges such as PCI DSS, IGSOC, and SOX and manage the complexity of dynamic, highly-distributed application environments.

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