

## HCL BigFix

Automate, orchestrate and secure your IT ecosystem

HCL BigFix is an AI-powered full stack intelligent automation and orchestration platform that delivers autonomous endpoint management.

It automates routine tasks, orchestrates intricate workflows, delivers continuous compliance and unifies endpoint management. BigFix revolutionizes infrastructure and security practices, resulting in increased operational efficiency, enhanced risk mitigation and streamlined IT management for organizations.

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# HCL BigFix

## Overview

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The HCL BigFix unified endpoint management platform lets IT Operations teams leverage the power of GenAI, intelligent automation and continuous compliance to manage a variety of endpoints, unify endpoint management processes and dramatically reduce IT operating costs.

Unlike complex tools that cover only a limited subset of your endpoints, HCL BigFix's unified architecture can effectively manage, control and ensure compliance for all your servers, user workstations and mobile devices — whether in the office, at home or in the cloud.

HCL BigFix incorporates cutting-edge GenAI technologies. Our AI-powered Employee eXperience (AEX) platform delivers superlative user experiences while dramatically lowering IT costs. Our runbook automation solution automates and improves incident resolution which improves availability and lowers cost.

With cyber attacks on the rise, keeping endpoints patched, vulnerabilities remediated and endpoints compliant are top priorities of IT and Security Operations. By delivering award-winning, cyber risk management and continuous compliance technologies, IT and Security teams can confidently secure and protect the enterprise's endpoints better and faster than ever before.

The HCL BigFix portfolio includes both individual software products and comprehensive software offerings. While individual point products address specific IT challenges, our offerings tackle broader pain points and deliver a complete set of functionalities. While the individual products permit you to tailor deployments to your immediate needs, we strongly recommend you consider investing in offerings to fully realize the comprehensive benefits and value proposition of HCL BigFix.



# Recognitions



HCL Software positioned as a Customer's Choice in 2024 Gartner® Peer Insights 'Voice of the Customer' for Unified Endpoint Management Tools.



HCL Software named as a Contender in The Forrester Wave™: Infrastructure Automation



HCL Software named as a Representative Vendors for Core SAM Capabilities in Gartner Market Guide for Software Asset Management Tools, Q4, 2024



Risk Management Innovation of the Year (2023)



Endpoint Security Innovation of the Year (2024)

Read reviews from BigFix users!



"There is no better way to remain compliant and save time than using HCL BigFix...it is a game changer."

— Senior Technical Support Engineer



[Peer Spot – 4.3 of 5 stars.]

BigFix: "An extremely powerful and lightweight solution that is fairly priced and has excellent support."

— Coordinator and Project Manager

# What the Industry is Saying About HCL BigFix

"The GenAI capabilities of HCL BigFix allow us to resolve our queries in our preferred language. We don't have to log onto multiple portals or wait for help desk agents to resolve our issues."

— **Senior Designer**  
**FMCG Industry**

"Reliable, scalable, and feature-rich solution for endpoint management."

— **Technical Analyst**  
**Transportation Industry**

"One of the biggest benefits BigFix has had for our organization is the ease and efficiency to perform many different tasks, across pillars and platforms, all from one pane of glass."

— **Principle Cloud Architect**

"BigFix has straightforward setup and installation. This makes endpoint management tasks effortless. It has incredible data security and governance, which controls the various cyber attacks in the organization."

— **Senior IT Manager**  
**Financial Industry**

"There are many things that I like about HCL BigFix, but if I had to choose just one it would be the ability to quickly and easily deploy software and patches across my entire network. With BigFix I can be confident that all of my systems are up-to-date and compliant with corporate policies."

— **Network Systems Manager**  
**US College**

"We use BigFix to fix all the endpoint issues for all our devices. We have been able to patch and secure all our systems running Windows and Linux. Overall, the way BigFix helps us to simplify how we manage our endpoints in production is definitely a game changer."

— **Senior Data Engineer**  
**Large US Retail Chain**



# HCL BigFix

The Unified Endpoint Management Platform



## AI-powered, full stack endpoint management

By 2025, 80 billion devices will be connected to the internet and will need securing. With that number of disparate devices, IT organizations need comprehensive management and control of all endpoints within an organization. This includes managing and securing endpoints such as desktops, laptops, servers, mobile and IoT devices. AI-powered, full stack endpoint management means that IT can provide Unified Endpoint Management (UEM) capabilities such as:

A **GenAI virtual assistant** enables employees to independently resolve IT-related issues, such as password resets or software installations, reducing dependency on IT support staff and speeding problem resolution. This empowers employees, improves efficiency, and enhances overall employee satisfaction.

**Lifecycle management** is the comprehensive process of managing an endpoint throughout its life, from bare-metal operating system and application provisioning to its eventual retirement. It encompasses patching of operating systems, third-party applications, databases and middleware as well as automating repetitive tasks and controlling the endpoint remotely.

**Vulnerability management** is a business imperative since cyber attacks can cause untold damage, economically and reputationally. Fast remediation vulnerabilities identified by scanners, MITRE and CISA helps organizations protect the IT infrastructure from cyber attacks. The ability to assess the vulnerability landscape, prioritize critical vulnerabilities and speed remediation is paramount to protecting endpoints.

**Compliance management** is both an operational and regulatory requirement. Ensuring *continuous* compliance eliminates remediation effort and configuration drift while eliminating windows of vulnerability. Many industries must comply with regulatory mandates and industry standard benchmarks. Not doing so may result in non-compliance fines in the billions of dollars for large global brands.

**Inventory management** is a fundamental capability needed by software asset managers and help/service desk staff. Without up-to-date hardware and software inventory, the productivity and of both groups is diminished. Knowing what assets are in the environment is the first step in planning and delivering effective IT services.

**The efficacy of these capabilities by IT Operations depends upon:**



HCLSoftware named a Customers' Choice in

2024 Gartner® Voice of the Customer for

Unified Endpoint Management Tools

### Multi-platform OS Support

Integrating management of all devices running Windows, Linux, UNIX, macOS, UNIX, Android, iOS, and iPadOS from one management platform reduces IT complexity and costs while enabling you to deploy security policies consistently and enable end-to-end reporting.

### Visibility to all endpoints

Ensuring that all endpoints are properly secured and under management, an organization must have visibility to all endpoints regardless of OS, device type or location.

### Integrations

Integrations with leading industry vulnerability scanners, CMDBs and enterprise knowledge sources are important features of an endpoint security and management solution.

<sup>1</sup> <https://www.forbes.com/sites/michaelkanellos/2016/03/03/152000-smart-devices-every-minute-in-2025-idc-outlines-the-future-of-smart-things>

# HCL BigFix

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## Uncompromising visibility. Unwavering security.

IT security and operations teams face the massive task of staying one step ahead of a constantly evolving threat landscape.

### Did you know that:

- 60% of breach victims said they were breached due to an unpatched known vulnerability.<sup>1</sup>
- It takes 60 days on average for organizations to remediate a newly discovered critical vulnerability,<sup>2</sup> but on average, only 15 days for a vulnerability to be exploited after it is made public.<sup>3</sup>

Speeding the discovery, prioritization and remediation of critical vulnerabilities is key to protecting the enterprise against cyber attacks. Aligning IT and Security Operations enables organizations to close vulnerabilities faster, preventing the exploitation of known vulnerabilities.

### Visibility is a pre-requisite

Managing a consistent security policy across the enterprise requires visibility to all endpoints across the organization. HCL BigFix allows you to see, control and secure all endpoints from a single device console.

## What is CyberFOCUS Security Analytics?

Designed to help IT Operations team discover, prioritize, and patch critical vulnerabilities, CyberFOCUS Security Analytics reduces cyber risk in real time.

Unlike siloed processes based on disparate teams and tools, BigFix delivers a single, integrated solution that eliminates the inefficiencies in passing data from multiple tools to different teams who manage enterprise security.

By aligning IT and Security Operations, organizations can close vulnerabilities faster, securing the environment before an attack occurs. With BigFix CyberFOCUS Security Analytics, you can understand your threat landscape using threat intelligence provided by MITRE and CISA, speed correlation of patch content with vulnerabilities identified by industry-leading vulnerability scanners, simulate vulnerability remediation, and remediate endpoint vulnerabilities faster than ever. It also allows you to define and manage Protection Level Agreements (PLAs) so that business goals can be aligned with IT security activities and priorities.

### Award-winning Innovation

HCL BigFix recently secured the coveted [Cybersecurity Breakthrough Award](#), taking home the "Risk Management Innovation of the Year", affirming its commitment to excellence and innovation in the field.

<sup>1</sup> <https://investors.tenable.com/news-releases/news-release-details/tenable-research-known-vulnerabilities-pose-greatest-threat>

<sup>2</sup> <https://www.prnewswire.com/news-releases/organizations-take-an-average-of-60-days-to-patch-critical-risk-vulnerabilities-301496256.html>

<sup>3</sup> <https://www.techtarget.com/searchsecurity/news/365531838/Rapid7-Attackers-exploiting-vulnerabilities-faster-than-ever>



# HCL BigFix

The Unified Endpoint Management Platform



Effortless compliance.  
Amplified agility.

## Effortless Compliance

Ensuring all your endpoints are compliant with industry standards and regulatory requirements is a critical task for most IT organizations. Endpoint compliance improves security while non-compliance can result in hefty fines.

**Continuous compliance** makes maintaining compliance effortless. By continuously monitoring endpoints, HCL BigFix can detect when an endpoint drifts out of compliance. When it does, the endpoint is automatically back into compliance without IT staff intervention. The result is a more secure, easier-to-manage environment without windows of vulnerabilities caused by repeated scan and remediate cycles, typical of many endpoint management solutions.

HCL BigFix provides compliance checklists for CIS, PCI DSS, DISA STIG and others. Checklists can be customized, too, using thousands of ready-to-deploy compliance checks included with HCL BigFix.

HCL BigFix can also help organizations achieve and maintain compliance to regulatory requirements and mandai such as HIPAA, NIST, NIS 2, DORA, RE and others.

## Amplified agility

Being able to quickly and efficiently respond to changing needs and requirements is a business imperative in a Digital+ economy. It involves being flexible, adaptable, and responsive in deploying, managing and securing endpoints including servers, workstations and mobile devices.

Agility requires several core capabilities such as:

### Multi-device and platform support

HCL BigFix manages nearly 100 operating systems and variants of Windows, UNIX, Linux, macOS, iOS and Android used by wide variety of device types including servers, workstations, tablets, smart phones, Automatic Teller Machines (ATMs), point-of-sales (POS) devices, OT, IoT and other specialized devices.

### Powerful automation

HCL BigFix is a powerful automation platform. Using Fixlets and tasks, almost any IT process can be automated. That's really important. Additionally, many IT tasks can be automated using HCL BigFix including endpoint provisioning,

OS deployment and upgrades, software distribution, compliance monitoring, vulnerability remediation and enterprise reporting.

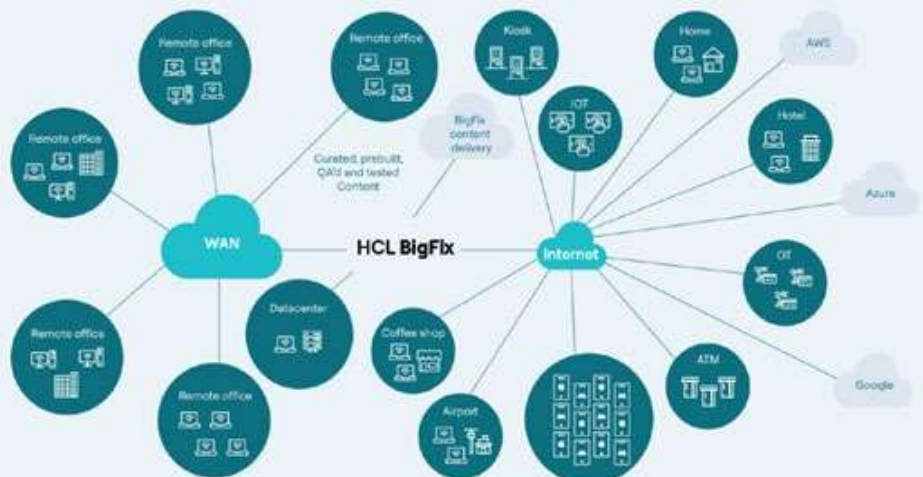
### Co-management

HCL BigFix delivers flexible ways to manage endpoints, with or without an agent. BigFix Agents may be deployed on devices traditional operating systems while mobile devices can be managed and secured using agent-less technology. Either or both of these approaches can be used to provide IT organizations the flexibility to choose the right approach for every business need.

### A highly scalable architecture

A single management server can manage up to 300,000 physical and virtual endpoints on a private or public network. HCL BigFix also uses cloud-native APIs to manage and control servers located in Amazon Web Services (AWS), Google Cloud, Microsoft Azure -- all from the same management server.

Below is a conceptual HCL BigFix deployment.





# HCL BigFix

The Unified Endpoint Management Platform

## Offerings

Organizations in every industry sector need to manage user workspace devices, infrastructure servers and software assets, all within a secure and compliant environment. To align with how most organizations manage their IT environment, HCL BigFix has created two all-in-one endpoint packaged offerings: HCL BigFix Workspace+ to manage and secure end user workspace devices and HCL BigFix Enterprise+ to manage and secure infrastructure servers.



### HCL BigFix Workspace+

Fully integrated, unified workspace management with:



AI-driven Employee eXperience platform



User device lifecycle management



Compliance management



Software asset management



Vulnerability management



Extensive, out-of-the-box remediation content



### HCL BigFix Enterprise+

Fully integrated, server infrastructure management with:



Intelligent runbook automation for the enterprise



Server lifecycle management



Compliance management



Software asset management



Vulnerability management



Extensive, out-of-the-box remediation content

### Both HCL BigFix Workspace+ and HCL BigFix Enterprise+ include:

- Artificial Intelligence (AI) technology
- Lifecycle management from endpoint provisioning to decommissioning
- Compliance management ensuring continuous compliance by automating remediation
- Vulnerability management to quickly identify, prioritize and remediate vulnerabilities
- Inventory management to understand the hardware and software in your environment
- Extensive patch and remediation content for operating systems, third-party applications, middleware and databases

*Let's discover these offerings in greater detail.*

# HCL BigFix

The Unified Endpoint Management Platform



## HCL BigFix Workspace+

HCL BigFix Workspace+ is a transformative workspace management solution, providing organizations with a holistic approach that streamlines operations, fortifies cybersecurity and enhances the digital experience.

HCL BigFix Workspace+ elevates employee experience by introducing a GenAI-powered virtual assistant. The GenAI-powered virtual assistant enables employees to ask questions in their natural language, delivering both quick and accurate answers and guidance to computing problems that employees experience every day.

## Features

### AI-driven Employee eXperience (AEX)

Leverages artificial intelligence technologies to ensure consistent, personalized end-user support in a cost-effective manner that significantly reduces the number of service desk calls while improving employee satisfaction.

### Self-service application

Enables end users to leverage the power of HCL BigFix automation to reduce IT workload while empowering end users with one click resolution. For example, the self-service application enables users to reset passwords, restore proper security configurations and optimize disk space – all without involving IT staff intervention.

### Digital Employee eXperience (DEX) Reporting

By measuring and continuously improving the Digital Employee Experience (DEX), businesses are empowered to make data-driven decisions, optimize employee experiences, and foster a more efficient and satisfying work environment.

### Comprehensive user device management

Secures and manages laptops and desktop workstations running Windows, UNIX, Linux and macOS with OS deployment, software distribution, remote desktop control, power management and multi-platform patching. HCL BigFix Workspace+ also enables management of mobile devices alongside desktops and laptops. It secures and manages mobile devices running Android, iOS and iPadOS and enables zero-touch

over-the-air enrollment, application management, configuration management, corporate data protection and security policy administration.

### Extensive patch content

Provides ready-to-deploy, curated and tested patch and remediation content operating systems, applications, databases and middleware – all delivered from the cloud.

### Vulnerability remediation using CyberFOCUS Security Analytics

Speeds discovery, prioritization and remediation of vulnerabilities based upon data provided by MITRE, CISA, Tenable, Rapid7 and Qualys. It also measures remediation effectiveness using Protection Level Agreements made between business stakeholders and IT Operations.

### Compliance management

Helps IT organizations achieve and maintain continuous compliance to industry standards. Thousands of security checks are available along with ready-to-deploy compliance checklists for CIS, DISA-STIG, PCI-DSS 4.0, and others. These checklists can be modified, maintaining continuous, real time compliance to a customized set of security checks. Continuous compliance ensures that when endpoints drift out of compliance, they will automatically be brought back into compliance without IT staff intervention.

### Inventory management

Quickly discovers endpoints and software assets in the environment. Creating and maintaining a up-to-date inventory of IT assets is critical to effectively managing and securing your fleet of endpoints. Also, by improving software asset management practices, most organization can reduce annual software spend, optimize usage and minimize over deployment fines frequently levied by software vendors.

*HCL BigFix Workspace+ is a complete all-in-one user workspace management offering combining lifecycle, compliance, vulnerability and inventory management with a GenAI-driven cognitive virtual assistant.*

# HCL BigFix

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## HCL BigFix Enterprise+

HCL BigFix Enterprise+ is an intelligent hybrid infrastructure automation offering, leveraging artificial intelligence, cybersecurity, automation, and analytical capabilities to proactively secure the endpoints and remediate vulnerabilities in real-time. It delivers swift time-to-value, helps operational close gaps and establishes a resilient and secure enterprise.

HCL BigFix Enterprise+ also includes intelligent runbook automation. By leveraging Artificial Intelligence (AI) technology, it facilitates end-to-end incident remediation and task automation for a responsive and resilient enterprise.

## Features

### AI-powered runbook automation

Leverages Machine Learning (ML) and Natural Language Processing (NLP) to automate the enterprise technology operation lifecycle. HCL Enterprise+ integrates with leading IT Service solutions to analyze incident ticket trends as well as patch and configuration updates from software vendors. A repository of over 350 customizable runbooks are delivered with HCL Enterprise+.

### Comprehensive server lifecycle management

Secures and manages servers running Windows, UNIX, and Linux using OS deployment, software distribution, task automation, remote desktop control, power management and multi-platform patching. HCL BigFix Enterprise plus manages on-premise servers as well as servers residing in Amazon, Google and Microsoft clouds.

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### Inventory management

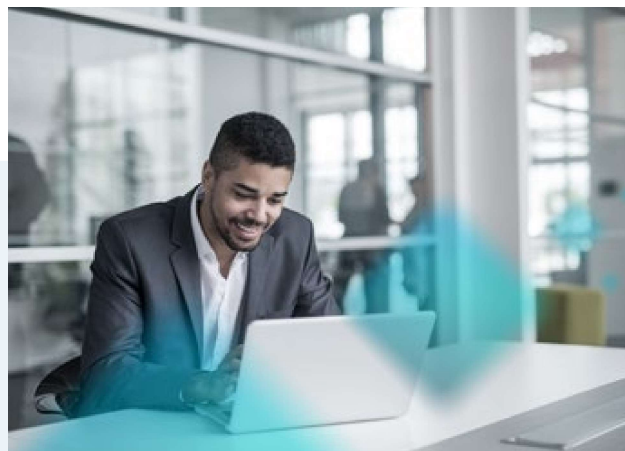
Quickly discovers endpoints and software assets in the environment. Creating and maintaining a up-to-date inventory of IT assets is critical to effectively managing and securing your fleet of endpoints. Also, by improving software asset management practices, most organization can reduce annual software spend, optimize usage and minimize over deployment fines frequently levied by software vendors.

*HCL BigFix Enterprise+ is a complete all-in-one server infrastructure management offering combining lifecycle, compliance, vulnerability and inventory management with AI-powered runbook automation.*



# HCL BigFix

The Unified Endpoint Management Platform



## HCL BigFix SaaS Remediate

HCL BigFix SaaS Remediate is a cloud-based vulnerability remediation solution that automates patch management, rapidly identifies and remediates vulnerabilities, and ensures continuous compliance with security best practices.

Leveraging pre-built content for over 100 different operating systems, hundreds of third-party applications and many of the known exploited vulnerabilities cataloged by the Cybersecurity and Infrastructure Security Agency (CISA), HCL BigFix SaaS Remediate eliminates the need for time-consuming development and testing efforts, often associated with traditional vulnerability management solutions. Additionally, its trusted agent technology significantly reduces the organization's exploitable vulnerability attack surface and accelerates security improvements.

By offering a cost-effective approach, HCL BigFix SaaS Remediate empowers organizations to achieve a robust security posture, optimize IT operations and build stronger customer trust, leading to a rapid return on investment.

## Features

**SaaS-first deployment:** Enables cloud-based delivery with a pay-as-you-go licensing structure, eliminating the cost, complexity and staffing required for on-prem implementations. With a fast and easy-to-use registration and credit card payments, organizations can begin patching and remediating vulnerabilities within minutes. It's that easy!

**Visibility to all managed endpoints:** Visibility to all endpoints is key to effective endpoint management. Many organizations using multiple tools find it difficult to get a consolidated view of all managed endpoints. With HCL BigFix you can manage and secure all endpoints from a single user interface.

**Multi-platform patching:** Simplifies patch deployment for a wide variety of endpoint devices from a single management platform regardless of location, network connectivity or current device status. Endpoint devices include servers, desktops, laptops, ATMs, kiosks and IoT devices.

**Vulnerability remediation:** Discovers, prioritizes and remediates high-risk vulnerabilities listed in the CISA Known Exploited Vulnerabilities (KEV) catalog,

**Remediation guidance:** Prescriptive remediation guidance helps IT teams focus on the areas of highest risk and is automatically provided in every BigFix SaaS Remediate app.

**Extensive content library:** Includes pre-built and tested remediation content is delivered for over 100 operating system versions (including extended support), hundreds of third-party applications and vulnerabilities listed in the CISA Known Exploited Vulnerabilities (KEV) catalog. Out-of-the-box content eliminates staff time required to develop and test content while reducing remediate time.

**Powerful automation:** Fixlet Streams deliver powerful automation to more effectively reduce operational and cyber risk by enabling organizations to more quickly and easily patch and close vulnerabilities on their devices.

**Protection Level Agreements:** Measure operational effectiveness of your remediation strategies for patches and vulnerabilities against agreed-to organizational service levels to inform decision making by key stakeholders including IT, Security, and the overall organization.

**Custom Remediations:** Easily deploy custom remediations in the rare case that BigFix's extensive out of the box remediation content doesn't address a specific need by applying custom configuration changes, deploying custom software packages, and through native script execution support for bash and Powershell.

# HCL BigFix

The Unified Endpoint Management Platform

## Products

The HCL BigFix Workspace+ and HCL BigFix Enterprise+ offerings described in the prior pages are all-in-one solutions for managing and securing user workspaces and infrastructure servers. These offerings are built upon our award-winning endpoint management products securing over one billion endpoints worldwide.

HCLSoftware remains committed to providing industry-leading solutions and exceptional support. With that goal in mind, we deliver the individual products listed below and described in the following pages.



HCL BigFix AEX



HCL BigFix Runbook AI



HCL BigFix Lifecycle



HCL BigFix Compliance



HCL BigFix Inventory

# HCL BigFix

The Unified Endpoint Management Platform



## HCL BigFix AEX

HCL BigFix AEX is a generative conversational AI platform that automates a wide range of use cases across industries and business functions. It emulates human interactions, learns from smart conversations, and harnesses the power of GenAI, Natural Language Processing (NLP), and Machine Learning (ML).

AI-powered Employee eXperience (AEX) addresses the challenges faced by businesses today and their need for seamless, natural language interactions, personalized solutions and efficient user support. By harnessing the capabilities of GenAI, we're paving the way for businesses to build stronger connections with their employees while optimizing their internal processes.

## Features

### GenAI-powered human-like Conversations

Mimics human interactions, learns and adapts to user needs through intelligent conversations in multiple natural languages by leveraging GenAI capabilities.

### End user self-healing

Proactively monitors and automates resolution of endpoint issues without service desk interaction, saving countless hours of IT staff time.

### Use case repository

Provides more than 600 use cases for IT organizations to choose from when implementing HCL BigFix AEX.

### Enterprise integrations

Delivers dozens of out-of-the-box integrations, such as ServiceNow and Microsoft Teams, that enable chat, email and voice access to multiple data and knowledge repositories.

### Cloud delivery

Speeds implementation of HCL BigFix AEX and eliminates maintenance of the underlying infrastructure. Privacy of your organization's IT issues is assured through strict security controls.

### Omni channel communications

HCL BigFix AEX can be integrated with any voice/text-based channel of communication like voice assistants, social media channels (Facebook Messenger, Skype, Microsoft Teams) and email to receive intuitive human-like responses.

## Benefits

- Greatly enhance end user experience and satisfaction
- Reduce the number of help or service desk calls requiring IT staff intervention
- Lower help or service desk costs while delivering a high return on investment
- Speed implementation time and reduce development costs by leveraging the use case repository and enterprise integrations



# HCL BigFix

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## HCL BigFix Runbook AI

HCL BigFix Runbook AI is an IT automation product that leverages Machine Learning (ML) and Natural Language Processing (NLP) to automate the enterprise technology operation lifecycle. It integrates with leading IT Service solutions to analyze incident ticket trends as well as patch and configuration updates from software vendors.

Using AI, issue information is parsed to understand the context of the problem and to recommend the most relevant runbook to resolve the problem. HCL BigFix Runbook AI then orchestrates the deployment and execution of the action to resolve the issue.

## Features

### AI-driven automation

Mimics human processes using leading-edge AI technology to improve the effectiveness of IT Operations. Utilizes the power of AI to comprehend context, recommend appropriate solutions and trigger automatic remediation.

### Hundreds of ready-to-use runbooks

Includes over 350 ready-to-use, configurable and reusable runbooks that provide robust end-to-end incident remediation and task automation across your IT infrastructure and applications landscape.

### Automation diversity

Leverages comprehensive automation capabilities, supporting diverse processes including incidents, service requests, change requests, and event-driven remediation.

### Multi-platform support

Supports more server OS versions for Windows, UNIX and Linux than any other runbook automation vendor. HCL BigFix Runbook AI provides a single integrated solution for server and application automation.

### Extensive integrations

Provides integrations for ITSM tools such as ServiceNow and Remedy, event management tools such as Moogsoft and Zenoss to create unified knowledge base constructed from multiple sources of data and information.

### Continuous improvement

Identifies potential automation candidates by analyzing metrics and performance information about runbook automation and analyzing ticket data. With this information, IT organizations can add runbook automations, drive higher usage and realize greater business value.

### Professional services

Leverages HCL BigFix Professional Services staff to speed deployment and time-to-value.

## Benefits

- Improve effectiveness of IT teams managing server and applications by using leading-edge AI technology
- Reduce time to value by leveraging hundreds of ready-to-use, reusable and customizable runbooks
- Minimize application and system downtime by speeding problem resolution time
- Unify server automation using one integrated solution for Windows, UNIX and Linux platforms
- Enhance end user experience by solving server issues quickly and efficiently

# HCL BigFix

The Unified Endpoint Management Platform



## HCL BigFix Lifecycle

HCL BigFix Lifecycle quickly discovers, secures and manages hundreds of thousands of endpoints using a single management platform. It provides support for nearly 100 operating systems, third-party applications, databases and middleware. HCL BigFix Lifecycle simplifies management by automating patch processes, achieving 98%+ first-pass patch success rates across Windows, UNIX, Linux and macOS endpoints – regardless of device type, location or connection.

HCL BigFix Lifecycle manages Windows 10+ and macOS endpoints with a traditional BigFix agent, Modern Device Management (MDM) APIs, or both. It enables continuous patch compliance and speedy vulnerability remediation as well as OS provisioning, OS upgrades, software deployment, task automation, power management and remote desktop control.

HCL BigFix Lifecycle can be deployed on premise or in the cloud.

## Features

### Server automation

Automates the management of physical, virtual and remote servers using real-time, policy-based management.

### Operating system deployment

Provides centralized control and automation that simplify bare-metal deployment of Windows and Linux images to new workstations, laptops and servers. It also can perform in-place OS upgrades.

### Software deployment

Provides policy-based installation, closed-loop verification and the ability to manage software distribution across Windows, UNIX, Linux and macOS platforms from a single management server. A self-service application allows end users to install approved software titles without involving IT staff.

### Power management

Enables IT to apply energy conservation policies across the organization while providing the granularity to apply power management policies to a single endpoint or group of endpoints.

### Multi-platform patch management

BigFix supports nearly 100 different operating systems and variants of Windows, UNIX, Linux and macOS. It is a single, integrated solution for patching all endpoints, delivering 98% or greater first pass patch success rates.

### Extensive patch content

Provides ready-to-deploy, curated and tested patch and remediation content hundreds of operating systems and third party applications, delivered from the cloud.

### Remote desktop control

Enables reliable desktop control of Windows, Linux and macOS workstations and servers whether they are on or off the corporate network, and from any location.

### Vulnerability management using CyberFOCUS Security Analytics

Speeds discovery, prioritization and remediation of vulnerabilities based upon data provided by MITRE, CISA, Tenable, Rapid7 and Qualys. It also measures remediation effectiveness using Protection Level Agreements made between business stakeholders and IT Operations.

## Benefits

- Deliver high rates of endpoint compliance
- Automate compliance monitoring and remediation
- Reduce compliance audit costs
- Minimize or eliminate non-compliance fines and penalties
- Reduce patch remediation effort by delivering high first pass patch success rates
- Improve endpoint security and reduce risk of cyber attacks

# HCL BigFix

The Unified Endpoint Management Platform



## HCL BigFix Compliance

Organizations continue to struggle to maintain compliance and demonstrate to internal and external stakeholders that endpoints are compliant level. HCL BigFix Compliance, with thousands of security checks, enforces industry security standards right out-of-the-box. It delivers checks and checklists for CIS, HIPPA, DISA-STIG and PCI-DSS 4.0 compliance. Checklists are usable as-is or can be modified and extended to maintain continuous real time compliance to a customized set of security checks.

HCL BigFix Compliance means simplified endpoint compliance management. Our customers often realize 98% or greater first pass patch success rate across Windows, UNIX, Linux and macOS. Vulnerability remediation with HCL BigFix Compliance is fast and effective using CyberFOCUS Security Analytics.

HCL BigFix Compliance can be deployed on premise or in the cloud.

## Features

### Continuous compliance

Continuously monitors current compliance state and automatically remediates non-compliance without human intervention. Continuous compliance improves endpoint security and eliminates manual remediation.

### Ready-to-use, pre-built checklists

Simplifies maintaining continuous compliance with CIS, DISA-STIG, PCI-DSS and other compliance standards. Checklists are updated by HCL as benchmarks change.

### Extensive library of over 20,000 checks

Enables the creation of custom checklists using pre-built checks that are tested and ready-to-deploy.

### Vulnerability management using CyberFOCUS Security Analytics

Speeds discovery, prioritization and remediation of vulnerabilities based upon data provided by MITRE, CISA, Tenable, Rapid7 and Qualys. It also measures remediation effectiveness using Protection Level Agreements made between business stakeholders and IT Operations.

### Compliance analytics and reporting

Tracks and reports on current and historical compliance to satisfy stakeholders including internal and external auditors.

### Multi-platform patch management

BigFix supports nearly 100 different operating systems and variants of Windows, UNIX, Linux and macOS. It is a single, integrated solution for patching all endpoints, delivering 98% or greater first pass patch success rates.

### Extensive patch content

Provides ready-to-deploy, curated and tested patch and remediation content hundreds of operating systems and third party applications, delivered from the cloud.

## Benefits

- Reduce remediation effort
- Improve and speed endpoint compliance
- Reduce compliance audit costs
- Reduce non-compliance fines and penalties
- Improve effectiveness of patching
- Improve endpoint security and reduce risk of cyber attacks
- Enables business units to balance security requirements with the cost of cybersecurity



# HCL BigFix

The Unified Endpoint Management Platform



## HCL BigFix Remediate

HCL BigFix Remediate combines the power of HCL BigFix patching with the industry's fastest vulnerability remediation solution to align security and IT operations and shrink the enterprise attack surface. It includes the award-winning, CyberFOCUS Security Analytics and extensive patch content for hundreds of operating systems and third-party applications, databases and middleware.

HCL BigFix Remediate can be deployed on premise or in the cloud.

## Features

### Multi-platform patch management

Supports nearly 100 different operating systems and variants of Windows, UNIX, Linux and macOS. It is a single, integrated solution for patching all endpoints, delivering 98% or greater first pass patch success rates.

### CyberFOCUS Security Analytics

Speeds discovery, prioritization and remediation of vulnerabilities based upon data provided by MITRE, CISA, Tenable, Rapid7 and Qualys. It also measures remediation effectiveness using Protection Level Agreements made between business stakeholders and IT Operations.

### Extensive patch content

Provides ready-to-deploy, curated and tested patch and remediation content hundreds of operating systems and third party applications, delivered from the cloud.

### Upgradable

Enables HCL BigFix Remediate to be easily upgraded to HCL BigFix Workspace+, HCL BigFix Enterprise+, HCL BigFix Lifecycle or HCL BigFix Compliance as business requirements evolve.

## Benefits

- Improve patch effectiveness, delivering 98% or greater first pass patch success rates
- Reduce patch effort and failed patch remediation
- Improve endpoint security, reducing cyber risk
- Enable business units to balance security requirements with the cost of cybersecurity
- Empower IT Ops to significantly improve endpoint security

# HCL BigFix

The Unified Endpoint Management Platform



## HCL BigFix Inventory

Dramatically reduce the time required to conduct a comprehensive software asset inventory for license reconciliation and compliance. HCL BigFix Inventory discovers over 100,000 software titles. It provides insight into your hardware and software assets, what software is deployed and how it's used. HCL BigFix Inventory is an essential solution to reduce annual software spend, identify unsanctioned and potentially vulnerable software, and mitigate vendor-imposed fines due to over deployment of software licenses.

HCL BigFix Inventory can be deployed on premise or in the cloud.

## Features

### Endpoint discovery

Discovers all endpoints across various network topologies in a heterogeneous environment and regardless of connection state, whether on the corporate network or via the Internet. Discovering all endpoints is key to creating and maintaining an accurate asset inventory.

### Software license management

Compares discovered software against the number of available licenses which enables better procurement decisions. Provides information on over 9,100 publishers, 38,000 software products and more than 105,000 application signatures out-of-the-box.

### Extensive library of software titles

Delivers an ISO 19770-enabled Software Identification Catalog containing over 20,000 titles and a customized template for signatures of propriety and home-grown applications.

### Multiplatform support

Collects asset information from endpoints running Windows, UNIX, Linux, macOS, iOS, and Android operating systems, providing consistent information about the hardware and software deployed across the enterprise.

### Enterprise CMDB integration

Integrates with other asset and change management databases such as ServiceNow to automatically keep hardware and software information up-to-date.

## Benefits

- Speed creation of hardware and software inventories
- Reduce software spend by recapturing low or under used software licenses
- Lower security risk by Identifying unsanctioned and potentially vulnerable software
- Reduce non-compliance fines due to software over-deployment
- Measure software usage to optimize utilization and enable software cost charge back
- Enable procurement officers providing accurate software information to aid negotiations

# Ready to learn more?

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HCL BigFix is the leading endpoint management solution, leveraging the latest AI technology to secure and manage all your endpoints, automate IT processes, and deliver a superlative user experience regardless of operating system, device type, location and connection. This brochure described the HCL BigFix offerings and products and the typical benefits our clients realize.

Do you want to learn more, see a demonstration, get questions answered, or request a free trial? We hope you do! Simply visit [www.BigFix.com](http://www.BigFix.com) and get started today.

## About HCLSoftware

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HCLSoftware develops, markets, sells, and supports product families in the areas of Digital Transformation, Data, Analytics & Insights, AI & Automation and Enterprise Security platforms. HCLSoftware is the cloud-native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including more than half of the Fortune 1000 and Global 2000 companies. HCLSoftware's mission is to drive ultimate customer success with its IT investments through relentless product innovation.

# HCLSoftware

[hcl-software.com](https://www.hcl-software.com)