

HCLSoftware

HCL BigFix DEX

The GenAI-powered seamless employee experience



HCL BigFix

Introduction

Digital Employee Experience (DEX) is a comprehensive strategy, supported by tools, that focus on enhancing employee's interactions with technology, measuring their experience and ensuring a high quality employee experience. It involves collecting and analyzing endpoint telemetry and employee sentiment, and then improving IT processes to deliver more effective and proactive support which fosters productivity, innovation and growth.

HCL BigFix DEX measures and continuously improves the Digital Employee Experience (DEX) of a distributed workforce. It empowers organizations to ensure a seamless digital workday experience, providing secure access to critical knowledge bases, email, collaboration and self-service capabilities. Through near real-time monitoring and GenAI-driven assistance, it offers invaluable insights into application performance and device health while driving improvements in employee productivity.

HCL BigFix Workspace+, ensures uninterrupted workflows which leads to enhanced productivity and streamlined IT operations. With comprehensive analytics and GenAI capabilities, HCL BigFix DEX empowers businesses to make data-driven decisions, optimize employee experiences, and foster a more efficient and satisfying work environment.

At a Glance

- 01 HCL BigFix Dex capabilities enable IT organizations to monitor, analyze and improve employee experience. Improving employee experience makes employees more productive, creative and innovative, and helps organizations better attract and retain talent.
- 02 By leveraging a holistic DEX Score at the organizational and geographical level, IT can show continuous improvement of the employee experience to all stakeholders.
- 03 HCL BigFix DEX is a significant addition to the HCL BigFix Workspace offering, enhancing IT's ability to delight end users while managing and securing endpoints at scale.

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In the age of hybrid work, attracting and retaining top talent hinges on a positive Digital Employee Experience (DEX). Highly mature [DEX] organizations are 62% more likely to see higher employee retention and 33% more likely to report high employee satisfaction.

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Forrester

Capabilities



User experience insights

HCL BigFix DEX dashboard, shown in Figure 1, provides deep insights into employee experience by continuously monitoring device and application performance metrics. These data insights allow IT teams to identify potential issues that could impact user productivity before they escalate into helpdesk tickets.



Data-driven performance analysis

Digital performance analytics capabilities offer detailed analysis of boot and logon times (shown in Figure 1), enabling the identification of bottlenecks that hinder employee workflows.

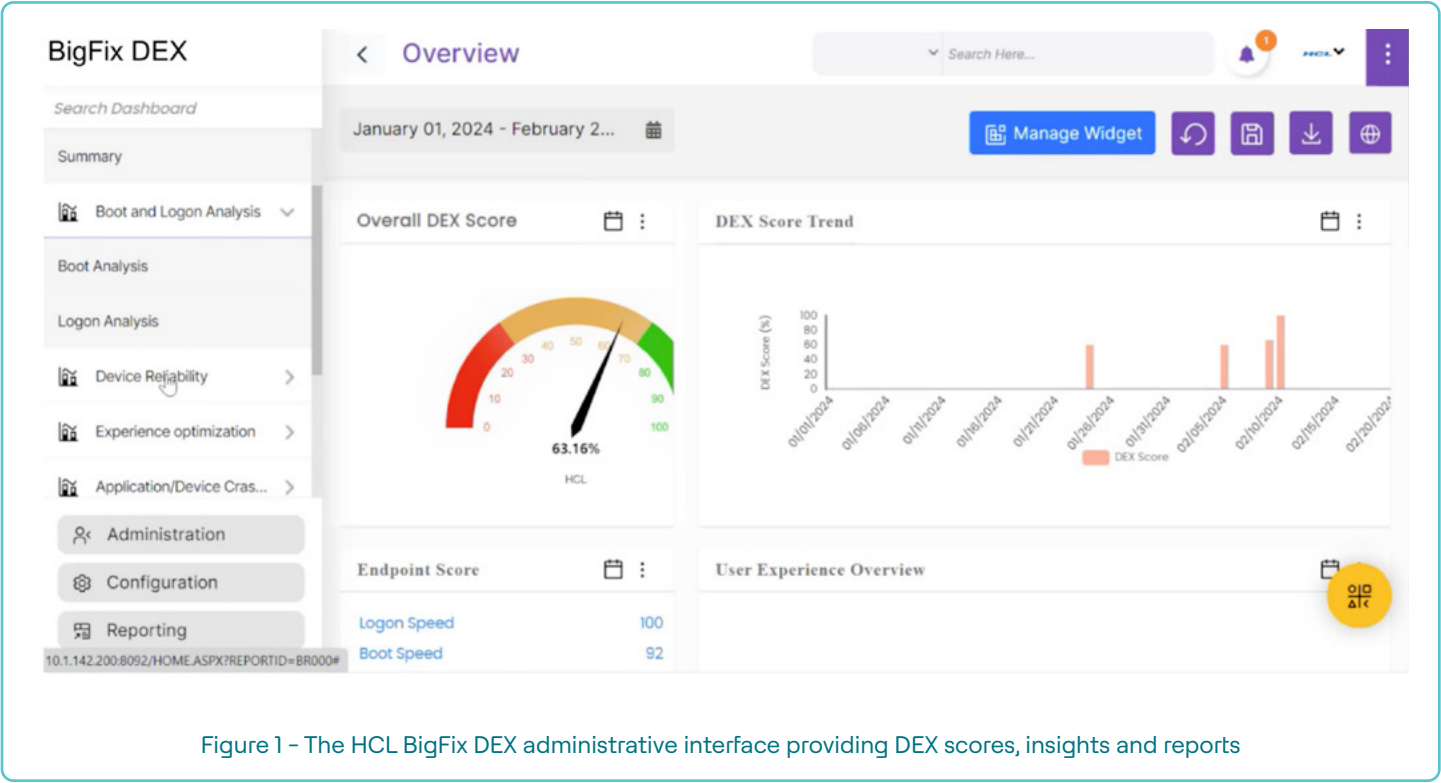


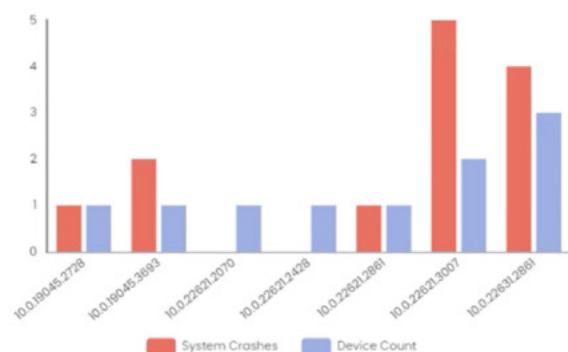
Figure 1 - The HCL BigFix DEX administrative interface providing DEX scores, insights and reports



Proactive problem resolution

By measuring system crashes and freezes, application crashes, and performance across all devices, HCL BigFix DEX proactively identifies recurring issues so IT teams can analyze and proactively resolve problems. Figure 2 shows system crashes by OS, as an example. It also provides the ability to analyze problems based upon factors such as geography and machine type and model, providing deeper insights about issues affecting employee experience.

System Crashes By OS Version



OS Version	System Crashes	Device Count
10.0.19045.2728	1	1
10.0.19045.3693	2	1
10.0.22621.2070	0	1
10.0.22621.2428	0	1
10.0.22621.2861	1	1
10.0.22621.3007	5	2
10.0.22631.2861	4	3

Figure 3: DEX Score by Geography, by country in this example



Holistic DEX score

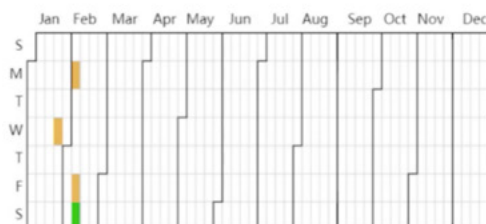
HCLBigFix DEX capabilities leverage the ApDex methodology, an industry-standard way to measure employee experience. The scores are aggregated to create a holistic DEX score that reflects the overall digital employee experience within an organization. This score can be segmented by geographical location (see Figure 3), department/persona group or by individuals, allowing IT to drill down to examine potential issues. The holistic DEX Core is tracked over time (see the AEX Trend chart in Figure 1), allowing IT to demonstrate continuous improvement of DEX and employee satisfaction.

Regional Dex Score

Brazil	83.33
India	50.00
US	57.14



DEX Score Daily Summary

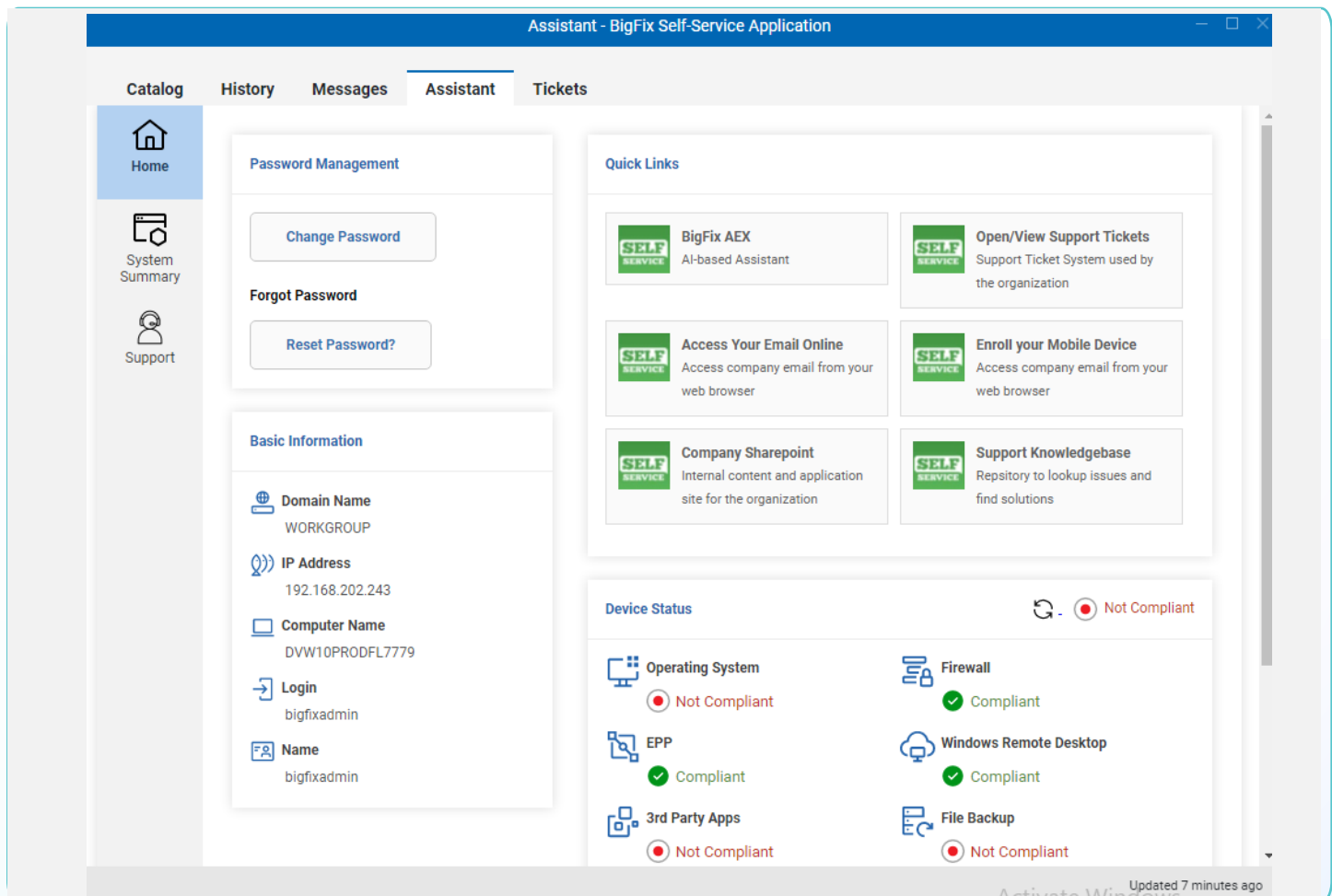


0 - 30 31 - 70 71 - 100

Figure 3: DEX Score by Geography, by country in this example

HCL BigFix Self Service Application

The HCL BigFix Self Service Application is core to how organizations using HCL BigFix improve employee experience. The self-service application is the primary interface provided to employees, delivering 24x7 access to IT services, organizational knowledge and HCL BigFix AEX (the GenAI Digital Assistant.)



The self-service application includes tools and tips for common operations that simplify IT:

- Changing passwords / access to systems
- ServiceNow Ticket creation and tracking
- Software Catalog downloads & self-service healing automation to resolve common problems. (Teams/Google/Zoom, etc).
- Employee messaging IT -> employee(s) individually or by group including Links to employee sentiment surveys.
- Quick links to knowledge bases, IT portal links, other service requests e.g. Enrolling mobile devices, hardware requests, sentiment gathering, etc.
- GenAI Digital Assistant (AEX) to manage many of the requests above PLUS document analysis & summary, collaboration documentation creation, etc.

While automation and non-disruptive endpoint management is provided by HCL BigFix Workspace+, the Self Service Application helps to:

◆ **Increase Efficiency:**

Allowing employees to access information, complete tasks, and resolve issues on their own time, saving time and frustration for both employees and support teams.

◆ **Improve Autonomy and Control:**

Empowering employees to troubleshoot minor issues independently, a sense of control and ownership over their work experience is provided.

◆ **Reduce Wait Times and Improve Resolution Rates:**

Leveraging employee self-service tools deflects basic inquiries allowing IT staff to focus on more complex issues, leading to faster resolution times and improved satisfaction.

More Information

For more information about HCL BigFix DEX and BigFix Workspace+, please [contact us](#) or visit [BigFix.com](https://www.bigfix.com).

About HCLSoftware

HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and supports over 30 product families in the areas of Digital Transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with its IT investments through relentless innovation of its products.