

HCLSoftware

HCL BigFix As Managed Service

Fueling GenAI with digital excellence



HCL BigFix

In today's hybrid environment, IT teams face the challenge of managing diverse devices while addressing escalating security concerns. Employees, often dispersed globally, encounter technology issues that lead to frustration and decreased productivity, often turning to peers for help instead of IT support.

HCL BigFix As Managed Service transforms this landscape. This unified endpoint management platform automates infrastructure oversight and ensures compliance across nearly 100 operating systems. With advanced cybersecurity analytics, BigFix helps you proactively tackle emerging threats and protect sensitive data.

As a fully managed solution, it takes care of day-to-day operations, allowing your IT team to focus on strategic initiatives. The plug-and-play model simplifies onboarding, empowering IT and security leaders to seamlessly manage hybrid environments while consolidating processes into one cohesive solution.

By streamlining operations, BigFix enhances user experience and accelerates IT agility. Reclaim control over your management needs and empower your teams to thrive in today's dynamic environment with BigFix.

Enter BigFix As Managed Service

Introducing HCL BigFix, the unified endpoint management platform that revolutionizes the way you manage and secure your endpoints. With BigFix, you can automate infrastructure management, ensuring seamless security and compliance across nearly 100 different operating systems. Our platform's advanced cybersecurity analytics and vulnerability management capabilities help you stay ahead of emerging threats and protect sensitive data. Now available as a managed hosted offering in a plug and play model, BigFix simplifies the onboarding process and experience for customers.

BigFix As Managed Service delivers a unified and intelligent platform that empowers IT and security leaders to seamlessly manage and secure their hybrid infrastructures. With a comprehensive range of capabilities, this solution accelerates IT agility, ensures compliance, and enhances security posture across multiple platforms and environments.





With HCL BigFix, we have been able to work more amicably with the Security team. We now share a common language understood by all in the organization.

- Regional bank in Northeast America



Why Choose BigFix As Managed Service?

As a fully managed solution, BigFix As Managed Service offers immediate access to industry-leading endpoint management and security tools without the need for complex on-premise infrastructure. This drastically reduces time-to-value, allowing IT teams to quickly achieve operational efficiency and enhanced security while reducing the burden on internal resources.

Our managed service model ensures BigFix can scale as your business grows. From managing a few thousand devices to hundreds of thousands, BigFix's platform adapts to your organization's evolving needs, offering flexibility for hybrid and remote work environments.

The centralized nature of BigFix ensures IT teams can manage, monitor, and secure endpoints across all environments, providing comprehensive control over distributed workforces.

BigFix As Managed Service impact: Measurable results, unmatched potential

Enhance efficiency

- ◆ Realize >98% first patch success rate.
- ◆ Reduce compliance audit response from 2 weeks to just 5 minutes.
- ◆ Slash vulnerability exposure risk reporting time by a staggering 98%.
- ◆ Deflect 30% of help desk tickets using AI.
- ◆ Minimize vulnerability exposure with real-time reporting and risk reduction of 98%.
- ◆ AI-driven automation deflects 30% of help desk tickets, reducing IT workload.

Simplify management

- ◆ Achieve full visibility and control over workstations, laptops, and mobile devices across the enterprise.
- ◆ Gain complete visibility and control of all workstations, laptops, and mobile devices.
- ◆ Achieve <1% non-compliant endpoints.
- ◆ Reduce IT complexity by replacing an average of 6 existing point products.

Save costs

- ◆ Reduce software spend by \$500,000 USD annually and avoid >\$1M in vendor-imposed fines.
- ◆ Leverage the efficiency of a fully managed service to reduce infrastructure costs and IT overhead.

Improve user experience

- ◆ Realize an 80% improvement in CSAT.
- ◆ Engage in human-like conversation in 16 languages.
- ◆ Ensure a consistent, high-quality digital experience for remote and in-office employees alike.

BigFix As Managed Service capabilities: The all-in-one managed offering

1 Lifecycle management:

Streamlined control from provisioning to decommission.

2 Inventory management:

Comprehensive tracking of all assets including hardware, software, and licenses, across on-premise and cloud environments.

3 Patch management:

Multi-platform Patch Management and Multi-cloud Patch Management extend security coverage to diverse environments, ensuring that all endpoints are continuously protected and up to date. Even Off-line VM Guest Patching is supported, ensuring that virtual machines remain secure, regardless of connectivity status. Basic and Extended 3rd Party App Patch Content further enhances patch management, covering both common and advanced software vulnerabilities.

4 Automated lifecycle management:

Orchestrates device provisioning, configuration, patching, and automatic retirement across laptops, desktops, and mobile devices.

5 Asset Discovery:

The platform provides Asset Discovery of any IP-addressable device, allowing organizations to maintain visibility over their IT landscape.

6 Software asset management:

Builds accurate software inventories, tracks usage, ensures license compliance and understands usage, facilitating audit readiness.

7 Compliance management:

Implements and maintains compliance, automating continuous enforcement of industry-specific and regulatory requirements.

8 Vulnerability remediation:

Mitigates vulnerabilities and reduces cybersecurity risk in real-time across various end user devices.

Beyond the ordinary: What sets BigFix As Managed Service apart

- 1 Award Winning CyberFOCUS features:**
Truly unique capabilities that help organizations stay ahead of cyber attacks, align security and IT, and facilitates business level ownership of Enterprise security posture.
- 2 World's largest automation library:**
Leverages 500K+ out-of-the-box automations – covering the broadest set of operating systems.
- 3 Industry and Regulatory compliance:**
Maintains real-time compliance with industry standards like CIS, DISA STIG, FDCC, USGCB, PCI DSS, ISO, HIPAA, NIS2, DORA, RBI and more.
- 4 Continuous configuration enforcement:**
HCL BigFix can be used to configure and maintain settings on devices according to defined baselines. This can include settings such as security policies, firewall rules, and user preferences. Any deviation from the baseline is auto-corrected.
- 5 Extensive customization:**
Tailors HCL BigFix to support your unique IT environment and processes using custom actions, automation, reports, dashboards and workflows to perfectly match your requirements.

BigFix As Managed Service benefits: Empowering every role in your organization

For C-Level Executives

- ◆ **Accelerate Decision-Making:**
With real-time insights from BigFix's Asset Discovery and vulnerability analytics, executives gain clear visibility into IT operations, enabling faster, data-driven decisions. This cloud-based endpoint security solution ensures informed strategies with comprehensive data integration.
- ◆ **Optimize Resource Allocation:**
BigFix's comprehensive automation reduces the need for multiple tools, cutting costs and streamlining IT investments for better ROI. By leveraging managed endpoint protection, executives can maximize IT efficiency.
- ◆ **Safeguard Business Continuity:**
The platform's proactive threat management ensures uninterrupted operations, protecting brand reputation and critical business assets. With robust cloud hosted endpoint management, businesses remain resilient in the face of threats.

For VPs and Directors of IT

- ◆ **Improve IT Oversight:**
BigFix's unified dashboard provides end-to-end visibility of IT infrastructure, enabling leaders to monitor performance and compliance seamlessly. This cloud-based endpoint security platform simplifies oversight and enhances decision-making.
- ◆ **Accelerate Deployment and Value Realization:**
With its plug-and-play model and preconfigured automation, BigFix minimizes setup times, letting teams focus on strategic initiatives sooner. Managed cloud services ensure rapid implementation and adaptability.
- ◆ **Maintain Regulatory Compliance:**
Continuous compliance monitoring and robust reporting simplify adherence to industry standards, reducing audit complexities and risks. BigFix's managed endpoint protection ensures consistent alignment with regulations.

For IT Operations

◆ Streamline Endpoint Management:

Automate patching and updates across multi-cloud and hybrid environments with BigFix's Multi-Platform Patch Management. This cloud hosted endpoint management capability enhances operational efficiency.

◆ Enhance Incident Response:

Leverage real-time vulnerability detection and automated remediation to minimize downtime and prevent escalation of security incidents. Cloud-based endpoint security tools ensure swift and effective responses.

◆ Adapt to Dynamic IT Needs:

BigFix's extensive library of reusable runbooks ensures rapid response to changing operational requirements, reducing complexity. Managed cloud services provide the flexibility IT teams need.

For End Users

◆ Ensure Uninterrupted Productivity:

Offline VM Guest Patching and zero-touch automation minimize disruptions, enabling smooth workflows across all devices. With cloud-based endpoint security, employees can work without interruptions.

◆ Support Modern Work Environments:

With remote management capabilities, BigFix empowers employees to work securely and efficiently, no matter their location. Cloud hosted endpoint management ensures consistent productivity in hybrid setups.

◆ Enhance Security Confidence:

Proactive patch management and third-party app updates create a stable and secure environment, fostering trust among end users. Managed endpoint protection ensures data security and peace of mind.

Download the HCL BigFix As Managed Service data sheet for more information.

Empower every level of your organization with HCL BigFix As Managed Service. **Request a demo today** and discover how we can unlock your full potential.

About HCLSoftware

HCL Software is a global leader in software innovation, dedicated to powering the Digital+ Economy. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. Built on a rich heritage of pioneering spirit and unwavering commitment to customer success, we deliver best-in-class software products that empower organizations to achieve their goals. Our core values of integrity, inclusion, value creation, people centricity, and social responsibility guide everything we do. HCL Software serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.