

HCL BigFix

Accelerated Value Program



HCL BigFix

Highlights

Builds a higher level of expertise for the customer's security team

Provides priority support and single point of contact across HCLSoftware

Enhances skills with training and access to technical experts and resources

Provides proactive support services

Increases success with product deployments and/or migrations

Delivers assistance and coaching on diagnostics and troubleshooting techniques

Overview

Your investment in HCL BigFix solutions may need added expertise. That's why we're here. We can help you deploy and manage your software. We'll be sure you stay apprised of the latest product enhancements that protect your security posture.

The HCL Software Accelerated Value Program (AVP) is a technical advisory service that helps you maximize your return on investment in HCL BigFix software by providing ready access to technical resources. This premier offering is a pre-packaged annual contract that provides a corresponding set of service deliverables tailored to your short-term needs and longterm planning. You will be assigned a HCL BigFix Dedicated Engineer (BDE) who will work with your team to develop a comprehensive plan which delivers on your security and endpoint management goals and objectives.

What Your HCL BigFix Designated Expert (BDE) Provides:

The BDE serves as your trusted advisor and central point of contact for all things HCL BigFix, seamlessly coordinating across HCL teams to support your success. They will:

- Act as a virtual member of your HCL BigFix engineering and operations teams
- Support smooth implementation for new projects
- Review and optimize your HCL BigFix architecture
- Enhance your team's skills through targeted training and expert access
- Bring deep expertise across the entire HCL BigFix portfolio
- Help remove roadblocks to deployment and adoption
- Deliver an annual comprehensive health check

Key Deliverables:

Proactive account management and CASE management plan

Advisory assistance on migrations, upgrades, and new feature implementations

Proactive notification on security threats and HCL product vulnerabilities

Monthly technical interaction for priority issues

Access to fixes, technical documentation and restricted code

Technical assistance with product questions, product usage plans and support issues

BigFix Best Practices

Coaching on diagnostic and troubleshooting techniques

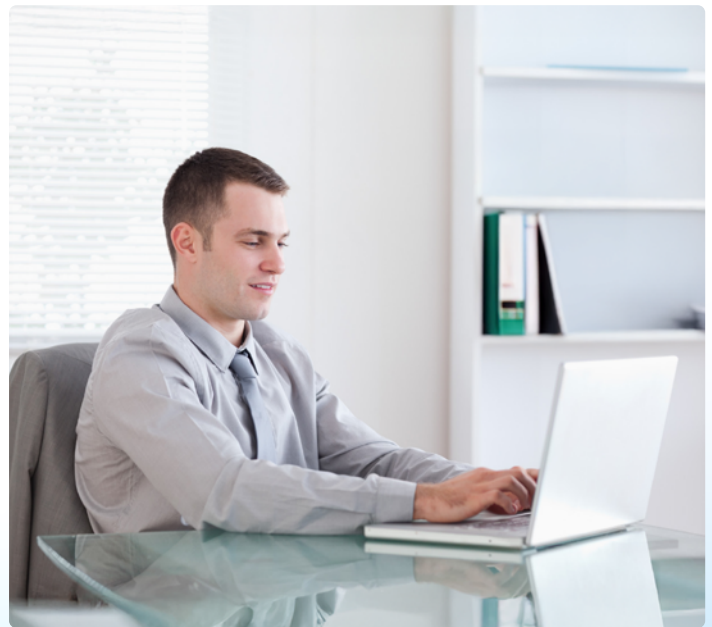
Access to restricted events (Product Roadmaps, Product Briefings, Executive Conversations)

Automatic invitation to BETA and Early Adopter (EA) programs

Benefits of the HCL BigFix Accelerated Value Program (AVP):

The HCL BigFix AVP connects you with dedicated HCL experts who provide hands-on technical support and enablement to help you get the most from your investment. With AVP, you'll benefit from:

- Greater success with deployments, integrations, and migration planning
- Enhanced in-house expertise to diagnose and resolve technical issues
- Early insights into emerging threats to prevent breaches and reduce risk
- Minimized downtime through proactive guidance and support
- Faster time-to-value and maximized ROI from your BigFix investment



About HCLSoftware

HCLSoftware 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. HCLSoftware serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500. Learn more about how HCLSoftware can help you achieve your goals at <https://www.hcl-software.com/>