

HCLSoftware

HCL BigFix Enterprise+

All-in-one intelligent IT infrastructure automation



HCL BigFix

Leaders require Intelligent Automation technology that accelerates agility for business and IT, meets evolving security requirements, and ensures compliance with key industry standards—all within a unified offering. This comprehensive approach streamlines people, processes, and technology to drive operational excellence.

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 empowers IT leaders with a swift time-to-value, closing gaps and establishing a resilient, secure enterprise.

Ensuring continuous compliance and swift responses to IT incidents, BigFix offers extensive out-of-the-box (OOB) support alongside robust analytics and reporting capabilities. It stands out for its mastery of a unified solution, excelling in finding, measuring, and fixing a diverse range of IT and Security use cases through meticulous fact-based analysis. It's the fastest solution for remediation, providing near real-time status for all endpoints. The platform also offers extensive customization capabilities for scripts, fixlets, tasks, and other elements, enabling precise alignment with organizational requirements.

HCL BigFix Enterprise+ also includes intelligent runbook automation. Leveraging Artificial Intelligence and Machine Learning (ML), it facilitates end-to-end incident remediation and task automation for a responsive and resilient enterprise. This module enables rapid attainment of zero-touch automation by employing ML and Natural Language Processing (NLP) to comprehend issues, recommend corrective actions, and initiate automatic resolutions. Utilizing a substantial repository of configurable and reusable fixlets and runbooks, HCL BigFix Enterprise+ ensures robust end-to-end incident remediation and task automation across the entire infrastructure and applications landscape.

By automating routine tasks in IT infrastructure management, HCL BigFix empowers IT and security leaders to concentrate on high-value activities, and enables C-suite executives to make data-driven business decisions, making it an indispensable asset for building a secure and efficient enterprise.

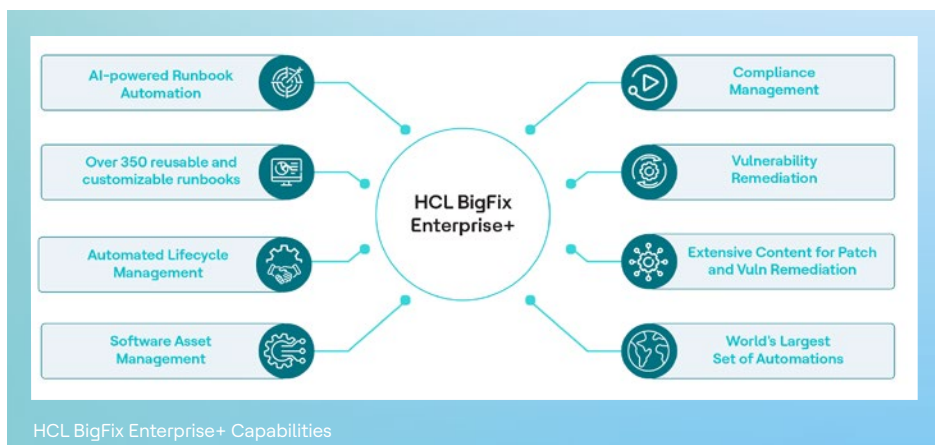
At a Glance

HCL BigFix Enterprise+ features artificial intelligence-powered runbook automation in addition to a highly-integrated all-in-one solution for managing servers running Windows, UNIX or Linux. using a set of powerful capabilities.

HCL BigFix Enterprise+ includes:

- AI-powered runbook automation
- Extensive repository of out-of-the-box automations
- Compliance management
- Extensive remediation content
- CyberFOCUS Security Analytics for vulnerability management
- Multiplatform patching
- Extensive patch content
- Server provisioning with OS deployment and software distribution
- Software asset management
- Remote desktop control
- Power management
- Fast endpoint query
- Device discovery
- Data analytics and reporting platform

HCL BigFix Enterprise+ delivers a proven, reliable and cost-effective solution to manage and secure server infrastructures.



Key Features

AI-driven Runbook Automation

Artificial intelligent runbook automation is delivered in the HCL BigFix Enterprise+ offering. It brings Artificial Intelligence (AI) and automation together to simplify and automate the enterprise IT operation lifecycle. It leverages ML and NLP to comprehend issues, recommend corrective actions, and initiate automatic resolution, enabling zero-touch automation. By leveraging a repository of configurable and reusable runbooks, it provides robust end-to-end incident remediation and task automation across the infrastructure and applications landscape.

Vulnerability Management using CyberFOCUS Security Analytics

HCL BigFix CyberFOCUS Security Analytics helps organizations discover, prioritize, and patch critical vulnerabilities and reduce cybersecurity risk in real time to protect all your enterprise servers. It also supports collaboration between IT and security operations staff to improve endpoint security.

HCL BigFix CyberFOCUS Security Analytics includes four essential tools:

Advanced Persistent Threat (APT) Simulator uses the latest threat data published through the MITRE ATT&CK® Framework.

CISA Known Exploited Vulnerability (KEV) Exposure Analyzer, shown in Figure 1, detects and helps remediate content that addresses the CISA KEV Catalog.

Insights for Vulnerability Remediation integrates with Tenable, Qualys, Rapid7 and other industry-leading scanners to quickly correlate discovered vulnerabilities with available fixes.

Protection Level Agreement (PLA) collaboration tool creates and manages remediation agreements among stakeholders.

Remediation Content

Out-of-the-box content eliminates the time and effort required by IT to develop and test restorative remediations. HCL BigFix provides content for supported operating

systems, third-party applications, middleware and databases; however with HCL BigFix Enterprise+, remediation content is also provided for PCI DSS and known exploited vulnerabilities in the CISA KEV Catalog.

Server Lifecycle Management

Server provisioning

Speed the deployment of operating systems and OS upgrades while leveraging centralized control and automation. HCL BigFix also supports bare-metal deployment of Windows, UNIX and Linux images to new systems. New imaging with advanced driver capabilities simplifies OS provisioning. HCL BigFix agent history is maintained across OS migrations and specialized registration mechanisms automatically reassigns unique identities to duplicate agents resulting from image clones.

Once an OS is deployed, HCL BigFix can deploy and install required software, configuration policies and critical patches for seamless provisioning.

Server automation

HCL BigFix helps automate physical, virtual and remote server management while lowering operational costs with real-time, policy-based management.

It enables users to easily deploy and manage servers across heterogeneous platforms using either pre-built or custom automation.

The automated task sequencing capability can be used for critical tasks like server builds and complex patching operations with interdependencies between servers.

Multiplatform patch

Patch management includes the broadest operating system support for Windows, Linux and UNIX and hundreds of third-party applications, databases and middleware. HCL BigFix significantly reduces failed patch remediation time and patch cycles from days and weeks to hours or minutes.

With HCL BigFix, patching is effective even over low-bandwidth and globally distributed networks and real-time reporting provides detailed information on which patches were deployed, when they were deployed, who deployed them and confirms that patches were correctly applied.

Self service automation

IT Operators and system admins can leverage the HCL BigFix Self-Service Application on the server to launch

Industry Compliance Benchmarks and Standards

HCL BigFix helps organizations achieve and maintain **continuous compliance** with several industry and regulatory standards.

Using out-of-box checklists and thousands of checks, organization can maintain continuous compliance with PCI DSS, DISA STIG and others. An example is shown on Figure 1. Custom checklists can be created to satisfy specific organizational requirements. Additionally, HCL BigFix also supports more general compliance benchmarks such as ISO, HIPAA, NIS2, and DORA.

Visit the [BigFix Continuous Compliance page](#) for additional information.



common maintenance and self-healing tasks.

Device discovery

HCL BigFix creates dynamic situational awareness about all user endpoints connected to the network. IT staff can quickly identify all IP devices with minimal network impact enabling them to bring new endpoints under management or report rogue devices that may pose as security threat.

The Device Console, shown in Figure 1, depicts a typical heterogeneous server environment and allows IT staff to see and manage all managed devices across the enterprise including servers that are on-premise, in a cloud or running on virtualization platforms such as Nutanix.

Remote control

Remote desktop control is available to help IT Operations and system admins manage servers running Windows, Linux and UNIX, from anywhere. It enables management and troubleshooting of systems even across internet-brokered connections. Remote diagnostics and file transfer capabilities are tools for system administrators.

Power management

Power management helps reduce electricity usage and utility costs by automatically powering down servers

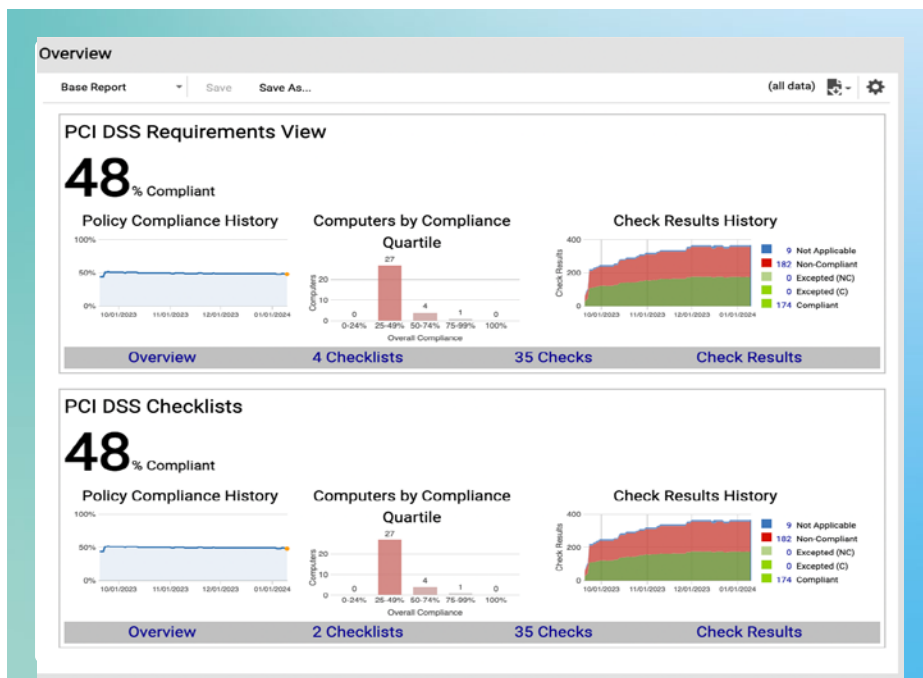


Figure 1 - Example Compliance Dashboard

that do not need to be running continuously, such as servers in development and test environments. The Wake-On-LAN capability helps improve patch success rates by being able to wake powered off servers.

Repository of Automations

HCL BigFix can be used to automate many routine actions and tasks but can also automate complex actions like patching middleware

clusters. Over 500,000 automations are available, ranging from typical operator tasks such as restarting a system and remediation actions to restore a configuration setting that has been inadvertently changed.

These automations - also called BigFix Fixlets - are automatically delivered to your BigFix infrastructure along with the ability to import additional automations from our user community on bigfix.me.

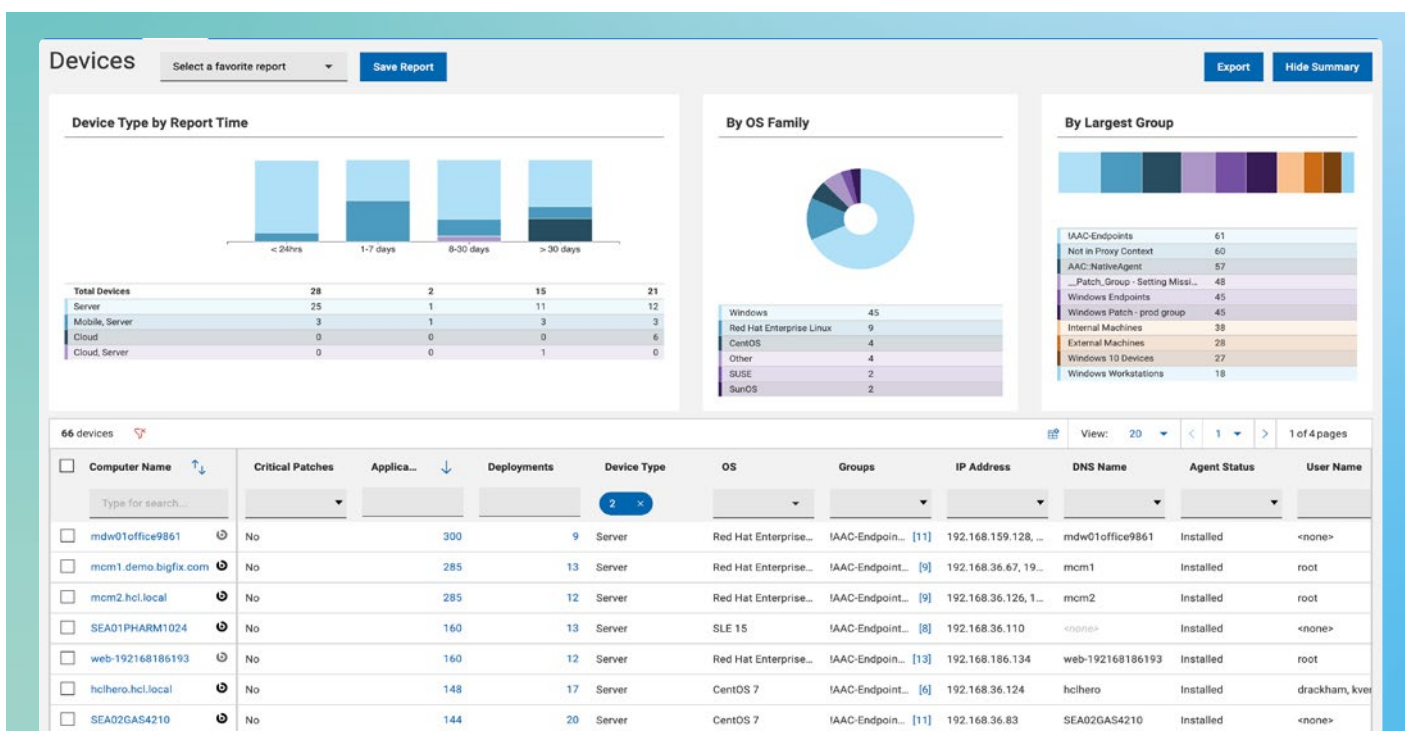


Figure 1 -HCL BigFix Device Console provides visibility to and control of infrastructure servers running Windows, Linux and UNIX.

Fast Endpoint Query

HCL BigFix Query enables IT staff to obtain real-time status of all your infrastructure servers, enabling accurate identification and inspection of systems. It can interrogate systems and get precise answers back in seconds, and can also identify which policies are enforced and what software and services are installed.

HCL BigFix Query can inspect files, meta data and device settings to identify additional security threats and to identify servers on a specific hardware type, etc. It can also verify remediation of endpoints was successful. It is a powerful tool to help to bridge the gap between security and IT operations.

Inventory Management

Knowing what hardware and software assets are in your environment is often the first step is managing all servers across the enterprise. HCL BigFix can identify an organization's licensed and unlicensed software with drill-down granularity to track software usage patterns and trends across servers running Windows, Linux and UNIX. It dramatically reduces the time required to conduct a comprehensive software asset inventory for license reconciliation or compliance purposes. Additionally provides valuable insight into what the organization owns (see Figure 2), what it has installed but



Figure 2 - Example Inventory Dashboard

doesn't own, and how often it is used. By identifying how software is used, organizations can reduce annual software spend, speed audits, and ensure license compliance.

Analytics and Reporting Platform

The HCL BigFix analytics and reporting platform is a powerful integration platform and database. It enables organizations need to quickly report their organization's threat posture to executives and perform advanced metrics-based analysis to drive action. Although HCL BigFix provides and abundance of out-of-the-box reports,

the platform enables organizations to leverage Business Intelligence (BI) tools to create customized reports. By leveraging the integration capabilities provided by the platform, unique, custom application can be created using near real time endpoint data.

Ready to take the next step?

For more information, please [contact us](#) or visit [BigFix.com](#)

About HCLSoftware

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.