

HCLSoftware

HCL BigFix Workspace+

Fueling GenAI with digital excellence

HCL BigFix

The hybrid work revolution has scattered employees across continents and devices, leaving IT scrambling to manage a fragmented patchwork of systems. Security anxieties grow with every new device type, employees frequently struggle to keep their workspace devices working properly, and CIOs try to stop IT costs from spiraling out of control.

Fragmented solutions and manual processes unnecessarily consume IT resources. Maintaining compliance and mitigating cyber threats quickly is a constant challenge. Employees often dread calling the help desk when they need assistance with the workstations or mobile devices, so as a result, they resort to asking peers for help.

The result? Dissatisfied employees, lost productivity, and a mountain of IT headaches.

Managing and securing the hybrid workspace demands an integrated solution to managing all devices, regardless of device type and operating system. The solution should also prioritize user experience and vulnerability remediation.



What is HCL BigFix Workspace+

HCL BigFix Workspace+ is a transformative workspace management offering, providing organizations with a holistic approach to streamlining operations, fortifying cybersecurity, and enhancing the digital employee experience.

It manages every workspace device, regardless of device type, location, connection status or OS.

This comprehensive offering provides advanced capabilities in lifecycle management, configuration and compliance management, cybersecurity analytics, vulnerability and threat remediation, software asset management, user self-service and self-healing functionalities. BigFix Workspace+ contributes to significant reductions in IT effort to create a superior computing experience while optimizing financial efficiency and reducing cyber risk across the enterprise.

Empowering enterprises can enhance the Digital Employee eXperience (DEX) by delivering uninterrupted workflows, enhanced productivity and streamlined IT operations that fosters a more efficient and satisfying work environment. HCL BigFix Workspace+ reflects our commitment to redefining workspace management with intelligence, efficiency and unwavering security.

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HCL BigFix Workspace+ is a comprehensive solution that seamlessly manages and secures the hybrid workspace, managing all devices across any location while focusing on user experience and controlling cyber risk.

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– Regional bank in Northeast America



BigFix Workspace+ 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
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Simplify management

- 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
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Save costs

- Reduce software spend by \$500,000 USD annually and avoid >\$1M in vendor-imposed fines
 - Reduce IT infrastructure and support costs through tool consolidation
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Improve user experience

- Realize an 80% improvement in CSAT
 - Engage in human-like conversation in 16 languages
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BigFix Workspace+ capabilities:

The all-in-one workspace management offering



Gen AI-powered employee experience:

Provides conversational support to end users in natural language.



Automated lifecycle management:

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



Self-healing and self-service:

Enables users to resolve common issues themselves using a self-service dashboard and AI-powered remediation pathways.



Software asset management:

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



Compliance management:

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



Vulnerability remediation:

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



DEX Reporting:

Enables businesses to make data-driven decisions, optimize employee experiences, and foster a more efficient and satisfying work environment by measuring and continuously improving the DEX.



Beyond the ordinary: What sets BigFix Workspace+ apart



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.



World's largest automation library

Leverages 500K+ out-of-the-box automations – covering the broadest set of operating systems.



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.



Continuous configuration enforcement

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.



Extensive customization

Support your unique IT environment and processes using custom actions, automation, reports, dashboards and workflows to perfectly match your requirements.



BigFix Workspace+ benefits: Empowering every role in your organization

C-suite success

01. Empower: Thrive, innovate, and lead

Digital self-help tools liberate employees from IT roadblocks, unleashing innovation and collaboration. Happy, productive teams propel your company ahead of the competition.

02. Consolidate: Unify security-driven excellence

Unlock the power of a secure-by-design offering that seamlessly integrates more AI, Automation and UEM capabilities than any other market solution, eliminating multiple other tools. Our consolidated offering establishes a robust IT foundation, streamlining operations and enhancing efficiency for a unified, secure experience.

03. Collaborate: Break enterprise silos, foster harmony

Align C-Suite, IT and Security with the only vulnerability remediation solution that combines threat intelligence and instant exposure analysis into one package, delivering quantifiable risk reduction. Our exclusive collaborative approach empowers informed decision making and protects your brand.

Future-proof IT

01. Strong vulnerability remediation:

Secure every endpoint, anywhere, anytime, regardless of location or OS.

02. Enhanced compliance assurance:

Mitigate risk and adhere to industry standards, building a resilient and secure foundation.

03. Streamlined IT operations:

Optimize control with modern lifecycle management, Zero-Touch provisioning, market leading patch management, optimized software distribution and scalable remote control.

04. Proactive issue resolution:

Empower users with self-healing capabilities, minimizing disruptions and boosting efficiency.

05. Adaptable mobile workforce support:

Manage both mobile and traditional endpoints for superior business agility.

End-user focus

01. Positive employee experience:

Empower employees with a seamless digital experience for uninterrupted workflows, boosted productivity, and support for remote/hybrid work. Foster a satisfying work environment that attracts and retains top talent.

02. Seamless digital engagement:

Foster personalized and user-friendly experiences with AI-powered Workspace+ and intuitive interactions. Minimize disruptions and maximize employee engagement.

03. Minimized disruptions:

Empower users to resolve issues independently with self-healing capabilities, enabling a smoother and uninterrupted workflow.

04. Seamless work anywhere:

Experience a seamless work environment anywhere, with remote management and security for all devices. Maintain consistent productivity and ease of use, regardless of location.

[Learn more about BigFix Workspace](#)

Empower every level of your organization with HCL BigFix Workspace+. Request a [demo today](#) and discover how we can unlock your full potential.

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 their IT investments through relentless innovation of its products.

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