

HCLSoftware

HCL BigFix Drives Security in Healthcare

Securing and protecting endpoints to ensure continuity of patient care



HCL BigFix

Introduction

Securing workstations and servers in healthcare organizations is not just an IT concern, it's a cornerstone of patient trust. The critical nature of this responsibility stems from the sensitivity of Personal Health Information (PHI) that these organizations manage daily. Due to the extensive potential for financial gain, PII used for account takeover, personalized phishing attacks and social engineering scams have become highly valuable for cybercriminals.

Navigating the complex web of IT-related compliance standards and regulations is a significant challenge for healthcare organizations. Healthcare providers, payors, clearinghouses, and business associates of these entities – anyone who processes electronic patient health information (ePHI) – must comply with HIPAA. Any organization processing payment cards must also comply with PCI DSS. Further, healthcare organizations worldwide leverage CIS benchmarks and controls to achieve their security and compliance objectives.

HCL BigFix continues to be the endpoint security and management relied upon by many healthcare organizations to safeguard sensitive data and ensure regulatory compliance.



HCL BigFix offers two key offerings that leverage artificial intelligence (AI), cybersecurity, automation, and analytics capabilities. These solutions automate the endpoint management lifecycle, enhance endpoint security against cyberattacks, and optimize IT operations. HCL BigFix empowers IT leaders with a swift return on investment (ROI), closing gaps and establishing a resilient, secure enterprise.



HCL BigFix Workspace+

A transformative user workspace management offering, providing organizations with a holistic approach to streamlining operations, fortifying cybersecurity and enhancing the digital employee experience.

HCL BigFix Workspace+ is an AI-powered Employee eXperience (AEX) platform that enables an employee to ask questions in natural language and offers both quick and accurate answers and guidance to computing problems that employees experience every day. It significantly increases employee productivity and satisfaction while simultaneously reducing IT workload by leveraging the largest library of IT automation available in the market and by integrating with a large variety of knowledge and information sources.



HCL BigFix Enterprise+

An intelligent hybrid infrastructure automation offering that leverages AI, cybersecurity, automation and analytics capabilities to automate IT operations, proactively secure servers, and remediate vulnerabilities in real time.

HCL BigFix Enterprise+ also includes intelligent runbook automation. By leveraging AI and machine learning (ML), it facilitates end-to-end incident remediation and zero-touch automation by employing ML and natural language processing to comprehend issues, recommend corrective actions and initiate automatic resolutions. Utilizing a substantial repository of configurable and reusable automations, HCL BigFix ensures robust end-to-end incident remediation and task automation across the entire infrastructure and applications landscape.

Both offerings include HCL BigFix's proven solutions for lifecycle management, compliance management, vulnerability management and inventory management. HCL BigFix is in a class above other solutions because it is a single, unified endpoint management solution for Windows, Linux, UNIX, macOS and mobile platforms. The HIPAA checklist for Windows servers is now also available in the Compliance module.



HCL BigFix capabilities: The all-in-one infrastructure management solution for healthcare



Lifecycle management:

Streamlined management of user workspace devices and enterprise servers, from provisioning to decommission



Compliance management:

Continuous compliance with industry benchmarks and regulatory requirements



Vulnerability management:

Mitigate vulnerabilities and reduce cybersecurity risk in real-time to protect all your endpoints through integrations with industry-leading vulnerability scanners and threat information from MITRE and CISA



Inventory management:

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



Zero-touch automation:

Achieve automation without manual intervention



AI-infused solutions:

Utilize artificial intelligence for improving employee experiences and solving server infrastructure problems quickly

Learn more by visiting the [HCL BigFix Workspace+](#) and [HCL BigFix Enterprise+](#) webpages.

Case Study

Large U.S. managed care organization optimizes IT operations in innovative ways

One of the largest managed care organizations in the United States uses HCL BigFix to manage and secure their fleet of endpoints. Prior to using HCL BigFix, the organization managed groups of endpoints based upon the operating system. Operational silos made it difficult and time consuming to deploy a consistent set of security and compliance policies and provide executives with a consolidated view of the compliance state of all endpoints. Moreover, the executives wanted real time remediation progress for critical zero day vulnerabilities which was simply not possible using their existing patch solution.

Now, having relied upon HCL BigFix for 15+ years, they enjoy a single user interface for scheduling patches across Windows, UNIX, Linux and macOS. They deployed a single BigFix agent requiring less effort than managing multiple different agents. More importantly, BigFix became the single source of truth, making it simpler for the organization to manage a single set of security policies, and providing visibility to all endpoints and near-real time patch and remediation progress.

The organization's proficiency at leveraging HCL BigFix to automate operations is unmatched. They developed a set of innovative capabilities, extending the use of checklists to:

- ◆ **Monitor endpoint health** by continuously monitoring the operational health of endpoint hardware and software. Checklists are used to ensure that off-the-shelf and in-house-developed software are properly configured and kept running. When an application stops, for instance, the application is restarted automatically.
- ◆ **Determine deployment readiness** ensuring hardware and software prerequisites are met before healthcare applications and updates are deployed. Checklists are also used to confirm that newly-provisioned systems are compliant and ready for use in production.

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The power of HCL BigFix is in continuous compliance, that is, continually monitoring compliance and automatically remediating endpoints that drift out of compliance

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- IT Operations Manager, large healthcare consortium

Beyond the ordinary: what sets HCL BigFix apart

◆ Out-of-the-box remediation content

Ready-to-deploy content is provided for 100+ operating system versions and hundreds of third-party applications, databases and middleware, delivered from the cloud.

◆ Continuous compliance and policy enforcement

Eliminate windows of vulnerability caused by repetitive cycles of assessment and remediation. Leverage checklists based upon industry-standard benchmarks such as CIS, DISA STIG, and PCI DSS and automated remediation.

◆ Fast vulnerability remediation

Integration with Tenable, Rapid7, Qualys and other vulnerability scanners accelerates the identification and available remediation content for the list of discovered vulnerabilities by 96%.

◆ World's largest automation library

Leverage over 500,000 out-of-the-box automations – the most comprehensive selection available – provided by HCLSoftware and the HCL BigFix user community.

◆ Highly customizable

Tailor BigFix to support specific healthcare requirements by leveraging custom checklists, actions, reports, dashboards and workflows to perfectly match your internal and external compliance demands.

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No other vendor provides more remediation content than HCL BigFix.

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– IT Manager in a not-for-profit health care system

Regulatory Mandates in Healthcare

Healthcare organizations face a unique challenge: protecting sensitive patient information while maintaining efficient operations and ensuring compliance with various regulations. Two crucial mandates play a critical role achieving this goal:

◆ Health Insurance Portability and Accountability Act (HIPAA)

strives to protect the privacy and security of individually identifiable Protected Health Information (PHI).

◆ Federal Information Security Management Act (FISMA)

protects federal information systems and data from cyber threats. It applies to some healthcare organizations who receive federal funding or participate in government programs like Medicare and Medicaid.

While neither HIPAA and FISMA dictate specific technologies for securing endpoints, they mandate implementation of safeguards proportional to the associated risks. HCL BigFix helps healthcare organizations achieve and maintain regulatory compliance by hardening endpoints, enforcing consistent security policies, and delivering accurate compliance reports. For example, HCL BigFix:

- Keeps operating systems, third party applications, databases and middleware patched and updated.
- Enforces strong password policies.
- Continuously monitors and remediates system configuration drift.
- Discovers, prioritizes and rapidly remediates endpoint vulnerabilities identified by industry-leading scanners, CISA and MITRE.
- Simplifies the organization's response to audits by leveraging near real time reporting.



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HCL BigFix has been our core endpoint management solution for 10+ years. BigFix is used to harden our systems and maintain consistent security controls across our entire fleet of endpoints making them highly resistant to attack. Fortunately, we have never been breached even though our internet facing servers are continuously under attack.

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- IT Operations Manager, large healthcare consortium

BigFix benefits:

Maintain compliance to industry standards and regulatory mandates

◆ Gain visibility to all endpoints

regardless of operating system location or connection status.

◆ Shorten patch cycles

across Windows, UNIX, Linux, macOS and mobile OSs, delivering high first pass patch success rates that eliminate failed patch remediation.

◆ Streamline IT Operations

reduce hardware, software and staffing costs.

◆ Eliminate configuration drift

by continuously monitoring and automatically remediating non-compliance.

◆ Demonstrate compliance

using out-of-the-box but customizable checklists for PCI DSS, CIS, DISA STIG and more.

◆ Speed vulnerability remediation

by identifying, prioritizing and remediating exploited vulnerabilities and leveraging threat intelligence provided by CISA and MITRE.

◆ Prove cyber risk reduction

by showing executives real-time endpoint compliance levels and patch performance using Protection Level Agreements.

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Using HCL BigFix, our application owners leverage a single interface for automated patching of Windows, UNIX and Linux servers, choosing when patches are deployed and when reboots occur. As a result, we have been able to move most of our server admins to higher value activities.

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- IT Operations Manager, large healthcare consortium

Enable your healthcare organization achieve and maintain compliance using HCL BigFix Enterprise+ and HCL BigFix Workspace+. [Request a demo today](#) and discover how to demonstrate compliance and optimize endpoint and security management.

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.