

HCL BigFix as Managed Service

All-in-one intelligent IT infrastructure automation

HCL BigFix

Introduction

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 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.

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

BigFix Managed Service goes beyond patching, offering Endpoint Inspection (Query) for real-time monitoring. Advanced Patch Management for Server Clusters and Software Distribution ensure robust coverage for both large-scale and specialized deployments. Task Sequencing and Automation enhances operational efficiency by automating repetitive processes, while Self-Service App & Profile Management empowers end-users to manage their own devices without requiring IT intervention.



Additionally, it provides enhanced control over endpoints, ensuring optimal performance and energy efficiency. BigFix also ensures Continuous Compliance with security and regulatory policies through powerful Compliance Analytics, and Security Configuration Management provides proactive defense against evolving cyber threats.

For deeper security management, the platform offers Network Self-Quarantine to isolate compromised endpoints, Multi-vendor Anti-Malware Management, and even PCI-DSS Compliance as an add-on feature. Hardware Inventory, including virtualization technologies, and Cross-vendor Software Inventory, with coverage for vendors like Oracle and SAP, ensure comprehensive oversight of both physical and virtual assets. The inclusion of a Software Catalog with over 100,000 titles, as well as IBM's Official Virtualization Capacity Measurement Tool (ILMT), further enhances inventory accuracy and reporting.

For modern environments, BigFix provides Inventory for Containers (add-on feature) and Extended Self-Service Management, allowing end-users to perform Self-healing and user-driven automations. Tasks like automated password resets, memory optimization, or app configuration repairs can be handled effortlessly. Integration with ServiceNow enables One-Click Ticketing, streamlining incident resolution and providing IT teams with actionable insights.

By automating routine tasks and providing advanced management capabilities, BigFix Managed Service empowers organizations to focus on strategic initiatives, building a resilient, secure, and compliant enterprise.

At Glance

A highly integrated, all-in-one platform offering advanced automation and compliance management for multi-platform environments. BigFix Managed Service enables comprehensive control over IT infrastructures, from device discovery to patching and compliance management.

BigFix Managed Service includes:

- Asset discovery of any IP-addressable device
- Multi-platform patch management
- Multi-cloud patch management
- Basic 3rd party app patch content
- Extended 3rd party app patch content
- Endpoint Inspection (Query)
- Advanced patch management for server clusters
- Software Distribution
- Task sequencing and automation
- Continuous compliance with security and regulatory policies
- Inventory Management
- Compliance analytics
- Security configuration management
- Multi-vendor anti-malware management
- PCI-DSS compliance (add on feature)
- hardware Inventory including virtualization technologies
- cross-vendor software inventory including oracle & SAP
- Software catalog covering more than 100,000 titles
- IBM official virtualization capacity measurement tool (ILMT)
- Inventory for containers (add on feature)

Key Features



Lifecycle Management

BigFix® Lifecycle delivers the comprehensive and powerful approach that IT management needs today. Its single intelligent agent technology provides real time visibility into the state of endpoints and gives administrators advanced functionality for managing those endpoints. Now, administrators have a single tool for discovering and inventorying resources, deploying operating systems (OSs), distributing software, controlling remote devices, and managing patches and other system changes.



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.



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



Server Lifecycle Management

Software distribution

For organizations that face distribution challenges brought on by high-latency and low-bandwidth networks, poor visibility into distributed assets and the need to support roaming endpoints, BigFix Lifecycle provides policy-based installation, closed-loop verification and the ability to manage software distribution across Windows, UNIX, Linux and MacOS platforms from a single, unified point of control.

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.



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.



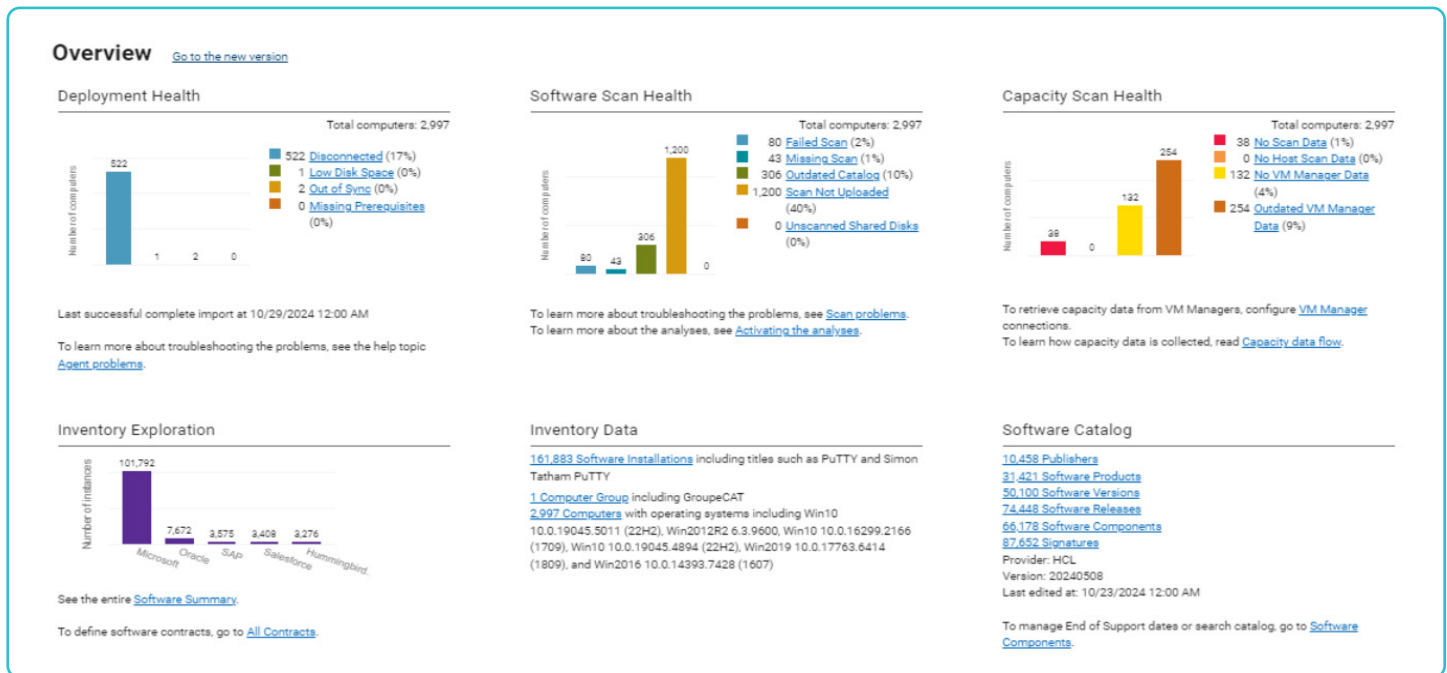
Inventory Management

Knowing what hardware and software assets are in your environment is often the first step in 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 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 an 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 applications 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

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.