

HCLSoftware

HCL BigFix Workspace+

Revolutionizing digital experience with intelligence and robust security

HCL BigFix

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

HCL BigFix Workspace+ elevates employee experience by introducing a Gen-AI powered virtual assistant. It enables employees to ask questions in their natural language, delivering both quick and accurate answers and guidance to computing problems that employees experience every day. It aids in diagnosing issues and can make changes to repair laptop and workstation software. It can significantly increase employee productivity and satisfaction while simultaneously reducing IT workload by leveraging the largest repository of IT automation available in the market.

This comprehensive offering also provides advanced capabilities in endpoint lifecycle management, configuration management, regulatory compliance adherence, cybersecurity analytics, software inventory insights and self-healing functionalities. HCL BigFix Workspace+ streamlines IT processes, optimizes software usage, maintains continuous compliance, reduces cyber risk and substantially lowers the cost of endpoint security and management.

Empowering enterprises to enhance end-user experiences, boost productivity, and strategically reduce IT costs, HCL BigFix Workspace+ reflects our commitment to redefining workspace management with intelligence, efficiency and unwavering security.

At a Glance

HCL BigFix Workspace+ features an AI-powered Employee eXperience platform in addition to a highly-integrated, all-in-one solution for managing user devices using a set of powerful capabilities. It includes:

- GenAI-powered virtual assistant
- Extensive repository of out-of-the-box automations
- Compliance management
- CyberFOCUS Security Analytics for vulnerability management
- Multiplatform patching
- Extensive patch content, including content for operating systems that have reached extended security updates for Windows and Red Hat Linux
- User workspace 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 Workspace+ delivers a proven, reliable and cost-effective solution to manage and secure laptops, desktops and mobile devices.



HCL BigFix Workspace+ Capabilities

Key Features

Gen-AI Powered Virtual Assistant

HCL BigFix AEX, an Gen-AI powered virtual assistant, mimics human interaction that learns and adapts by leveraging Natural Language Processing (NLP) and Machine Learning (ML) technology. It resolves end user issues without service desk interaction (see Figure 1). HCL BigFix AEX uses integrations with a variety of knowledge sources and tools (e.g. ServiceDesk). It reduces calls to the service desk while providing a superlative user experience.

Single Console User Management

In today's increasingly mobile and remote workforce, organizations need a way to unify management of users and all their devices whether they are located in the office, at home or in airports.

HCL BigFix Workspace+ is a single, integrated, comprehensive solution that provides the ability to manage heterogeneous user endpoints from a single console as shown in Figure 3.

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 user endpoints. 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, 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 available patches with discovered vulnerabilities.

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

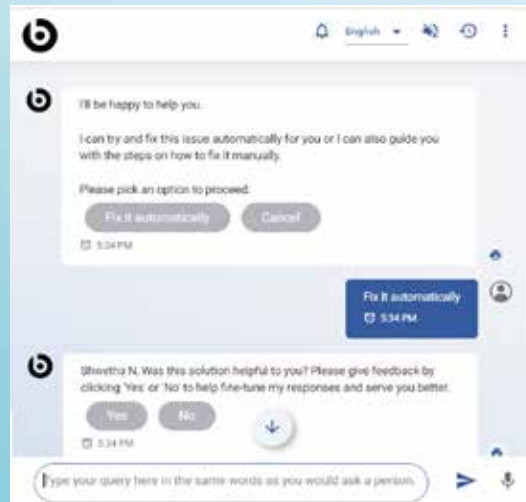


Figure 1 – Sample user dialogue with the Gen-AI Powered Virtual Assistant

Remediation Content

Out-of-the-box content eliminates the time and effort required by IT to develop and test restorative remediations. Extensive patch content for supported operating systems, third-party applications, middleware databases, PCI DSS compliance, and CISA known exploited vulnerabilities. Content is also provided Windows and RHEL versions that are past their end of support when licensed through an Extended Security Update (ESU) program.

Lifecycle Management

User self service

With the proliferation of devices, applications, and data, today's IT staff are stretched and overworked. They need to reduce help desk incidents while increasing user satisfaction.

The HCL BigFix Self-Service Application (Figure 2) delivers self-help options to users, enabling them to leverage the power of HCL BigFix to initiate essential fixes without the need for IT intervention. Unlike

Industry Compliance Benchmarks and Standards

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

Using out-of-the-box checklists and thousands of checks, organization can maintain continuous compliance with PCI DSS, DISA STIG and others. An example is shown on Figure 4. Custom checklists can be created to satisfy specific organizational requirements. Additionally, HCL BigFix also supports more general compliance benchmarks such as ISO, HIPAA, NIS2, DORA and more.

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



solutions that only recommend actions, BigFix enables users to remediate issues in real time.

For the first time, end users can leverage advanced HCL BigFix automation with a single click to resolve (or remediate) issues before even opening a service desk ticket.

Mobile device management

HCL BigFix Workspace+ surfaces traditional MDM actions and zero-touch provisioning that allows mobile device users to enroll their own devices and download apps. It allows IT admins to securely and wirelessly configure corporate-owned or employee-owned mobile devices while having visibility and control of all enrolled digital devices using a single user interface.

Modern Client Management

HCL BigFix Workspace+ provides the ability to manage both modern and legacy endpoints side-by-side using a single enterprise workspace management solution. Both Windows and macOS can be managed using either the BigFix Agent or Mobile Device Management (MDM) APIs, and leveraging both approaches together provides the greatest range of management and automation capabilities.

Endpoint provisioning

Speed the deployment of operating systems and OS upgrades while leveraging centralized control and automation. HCL BigFix Workspace+ supports bare-metal deployment of operating systems to new systems, leveraging advanced driver capabilities that simplifies provisioning. Agent history is maintained across OS migrations and specialized registration mechanisms

automatically reassign unique identities to duplicate agents resulting from image clones.

After the operating system is deployed, HCL BigFix Workspace+ can automatically install software, configuration policies and critical patches. Finally, the Self Service Application enables employees to install optional, approved software at their leisure.

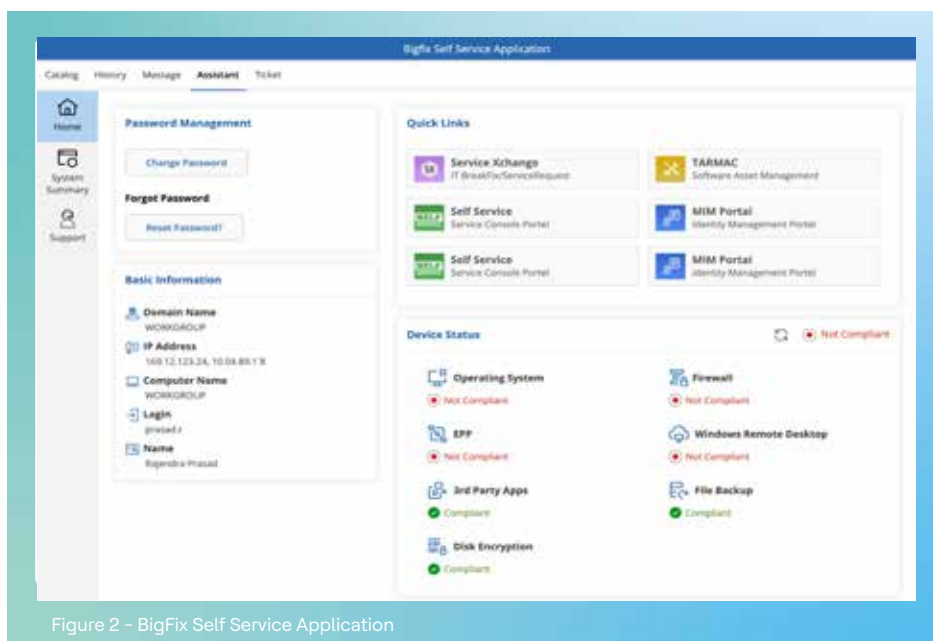


Figure 2 – BigFix Self Service Application

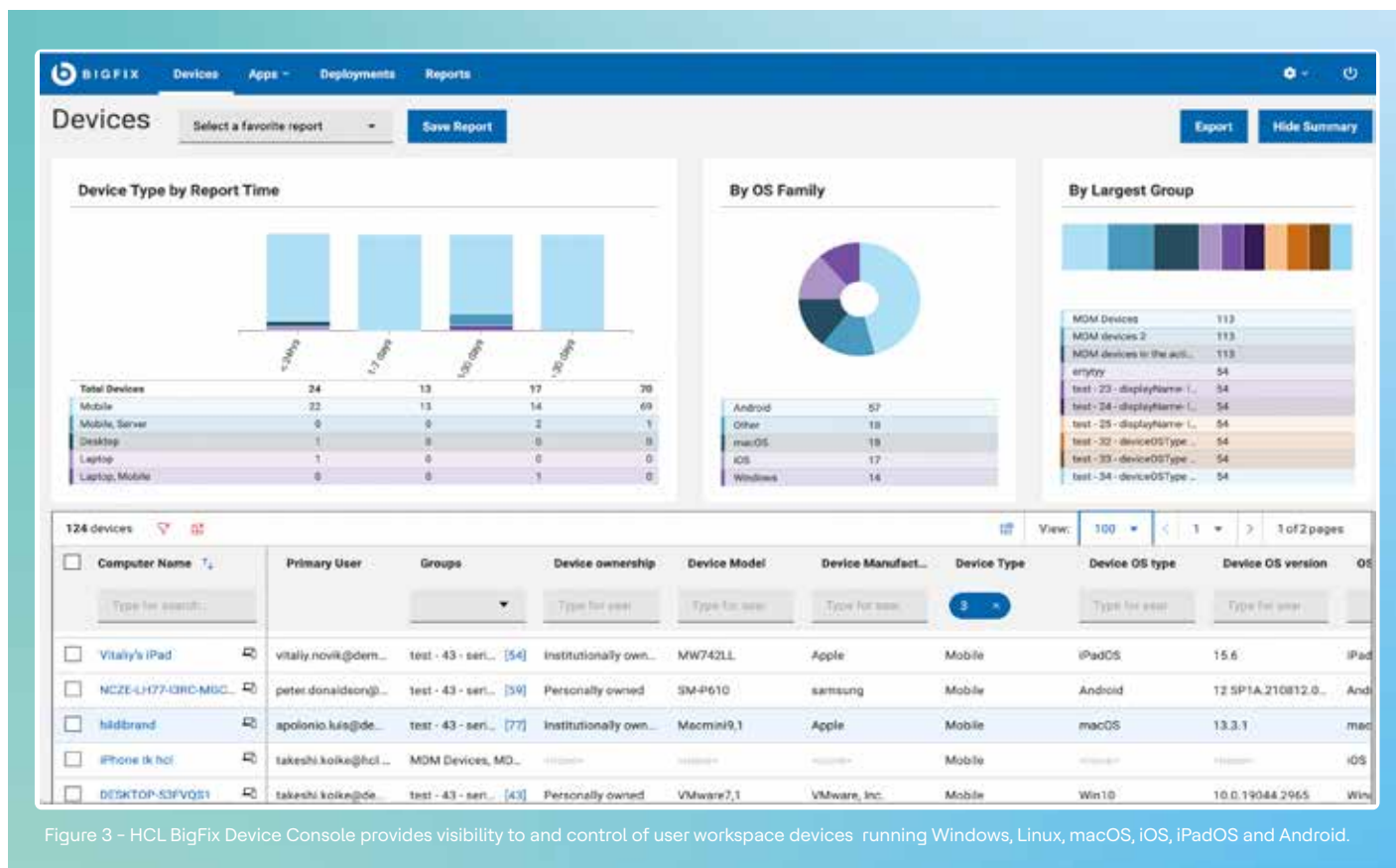


Figure 3 – HCL BigFix Device Console provides visibility to and control of user workspace devices running Windows, Linux, macOS, iOS, iPadOS and Android.

Multiplatform patch

Patch management includes the broadest operating system support for Windows, Linux, macOS and hundreds of third-party applications, databases and middleware. 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 to endpoints that are internet-facing. 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.

Device discovery

HCL BigFix creates dynamic situational awareness about all user endpoints connected to the network. Running scans allows IT staff to 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 (Figure 3) depicts a typical heterogeneous endpoint environment. It provides viability to all managed devices across the enterprise regardless of device type, operating system, location or connection status.

Remote desktop control

With HCL BigFix, IT Operations can manage desktop and laptop computers remotely from anywhere. It enables management and troubleshooting of systems even across internet-brokered connections. Remote diagnostics and file transfer capabilities provide powerful tools to system administrators.

Power management

Power management helps reduce electricity usage and utility costs by automatically powering down desktop and laptops not being used, typically after normal business hours. The Wake-On-LAN capability of HCL BigFix helps improve patch success rates by being able to wake powered-off endpoints.

Repository of Automations

HCL BigFix can be used to automate many routine actions and tasks but can

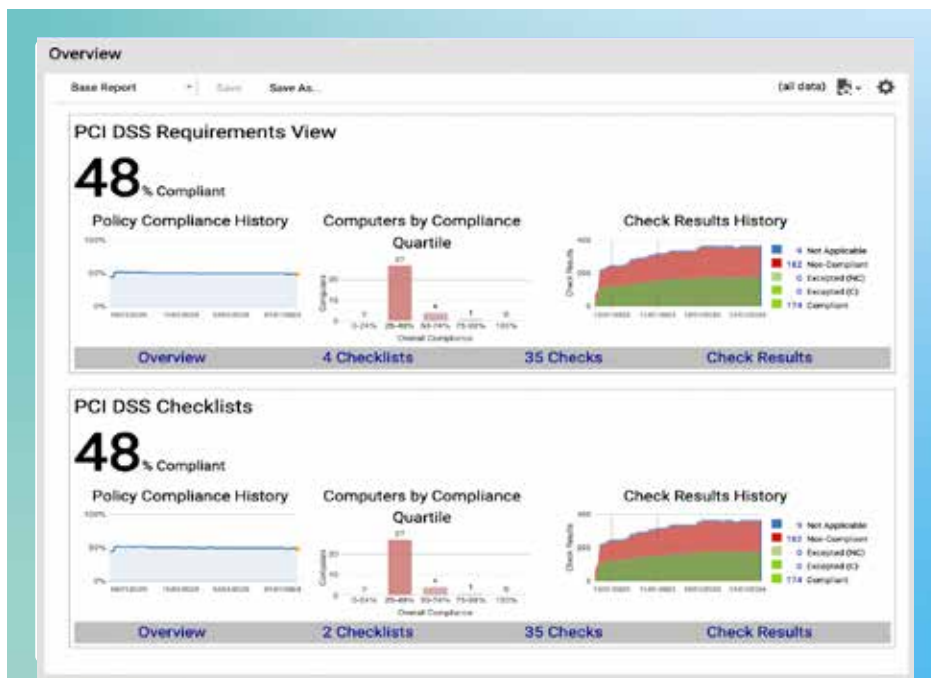


Figure 4 - Example Compliance Dashboard

also automate complex actions like patching middleware clusters. There are over 500,000 automations 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, called BigFix Fixlets, are automatically delivered to your BigFix infrastructure along with the ability add community-provided automations from bigfix.me.

Fast Endpoint Query

HCL BigFix Query enables IT staff to obtain real-time status of all

user endpoints, enabling accurate identification and inspection of systems. It can interrogate systems and get precise answers back in seconds, and can also can 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 endpoints having 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.

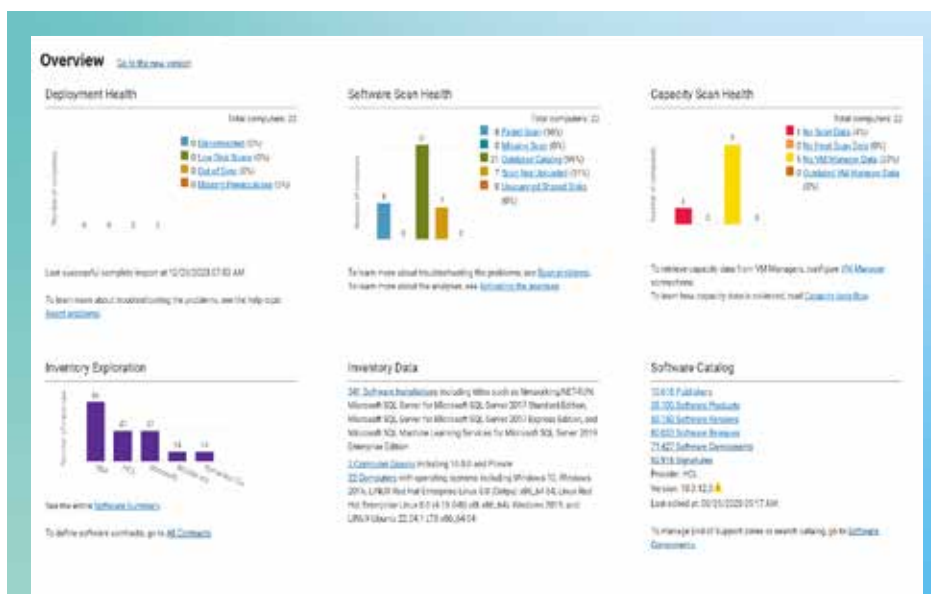


Figure 5 - Example Inventory Dashboard

Inventory Management

Knowing what hardware and software assets are in your environment is often the first step in managing all user endpoints in 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 different endpoint operating systems. It dramatically reduces the time required to conduct a comprehensive software asset inventory for license reconciliation or compliance purposes.

HCL BigFix provides valuable insight into what the organization owns (see Figure 5), 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-realtime endpoint data.

More information

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.