HCL **BigFix**

Runbook AI

Autonomous IT Issue Resolution

HCL BigFix Runbook AI is an AI-powered runbook automation platform that uses AI, Machine Learning, and Natural Language Processing to simplify and automate IT operations across datacenter, cloud, and hybrid environments. It resolves recurring infrastructure and application-level issues, improving first-time fix rates and reducing MTTR.

The platform holds **4000+ automation runbooks** covering container management, storage and backup management, and more, along with **600+ Fixlets** for Windows, Linux, database, and Active Directory management. It learns from your environment, identifies automation opportunities, recommends the right actions, and autonomously executes remediation workflows

Key Features

AI/ML-Powered Zero-Touch Remediation

Diagnoses the issue, selects and executes the right runbook, and learns from each resolution.

4000+ Ready Automation Runbooks and 600+ Fixlets

Broad automation coverage across servers, cloud, network, databases, applications, and security.

Continuous Automation Discovery

Analyzes ITSM tickets to surface the highest-volume repetitive issues as your next automation candidates.

Noise Reduction and Problem Records

Groups noisy tickets by CI or description, creates problem records automatically, and clears repeat noise through configurable rules.

GenAI-powered Knowledge Assistance & Script Generation

Generates runbooks and playbooks for unknown issues across HCL BigFix, VMware vRO, and Ansible, and unifies enterprise knowledge to summarize tickets and recommend related resolutions.

Roster Management

Automates shift planning and routes work in real time by agent skill, severity, availability, and break schedules, to boost first-time resolution and optimize staffing.

Business Outcomes

Accelerate Resolution	Strengthen Knowledge Intelligence	Optimize Operations & Scale
AI-led autonomous execution reduces MTTR and eliminates manual effort.	**Unified knowledge engine** brings SOPs, KB articles, past tickets and logs together	**Deep integrations** with ITSM and event tools like ServiceNow, BigFix SM, JIRA, BMC, Ansible, ITPAM, Moogsoft, IEM, BigFix, and more.
NLP and **rule-based** recommendations improve the accuracy of diagnosis and **runbook selection.**	**GenAI-powered insights** provide summaries, related tickets, and article recommendations.	**Roster Management** assigns work based on skills, availability, and shifts.
4000+ reusable runbooks and 600+ fixlets shorten the time to automation value	**On-the-fly script creation** discovers and builds automations for new scenarios.	**Preventive health checks** proactively detect degradations across infra, cloud, and applications.
Noisy CI Management groups repeat tickets and raises problem records automatically, cutting repeat volume so teams work on real incidents.	Execution remarks in inventory logs capture the context behind every action for faster troubleshooting.	End-to-end ticket flow visualization shows how every ticket progresses from intake through execution.

Benefits

Resolve Issues Faster and Strengthen SLA Performance	Reduce Manual Work and Free Teams for Higher-Value Tasks	Improve Accuracy, Consistency, and First-Time-Right Fixes
AI-led analysis and autonomous remediation accelerate resolution, reduce MTTR, and keep teams ahead of SLA risk.	Automate repetitive incidents and operational tasks so engineers spend less time firefighting and more time driving improvements.	NLP-driven understanding and rule-based recommendations select the right runbook and surface relevant knowledge at the point of use.
Restore services faster, without adding more hands.	**Give your teams time back to focus on what matters.**	**Deliver the right fix, first time.**

Real Business Impact*

Up to
85%
faster MTTR

Up to
60%
effort savings

87-96%
automated
resolution success

* Based on aggregated HCL BigFix Runbook AI customer deployment data. Results vary by client environment.

Experience HCL BigFix Runbook AI in Action

Schedule a Demo

HCLSoftware