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HCL **BigFix AEX**

The Agentic AI Platform for the Modern Enterprise

HCL BigFix AEX is an **enterprise-grade Agentic AI platform** that transforms support and productivity across every department. With no-code/low-code agents, built-in AI copilots, and secure voice and chat integrations, AEX lets enterprises design, deploy, and manage autonomous AI agents at scale, driving seamless orchestration and productivity across IT, HR, Finance , and more.

Capabilities

Conversational Virtual Agent

Two-way communication with the chatbot enables it to understand human queries, resolve common IT and employee issues autonomously, and escalate complex cases with full context.

Agent Assist

Leverages AI to improve agent productivity by suggesting next best actions, automating ticket management, and providing real-time knowledge recommendations to streamline IT and employee support.

Self-Heal

Enables autonomous issue resolution by detecting anomalies, diagnosing root causes, and executing self-healing workflows before users experience disruptions.

Voice Agent

Provides hands-free, real-time IT assistance through natural language voice interactions, enabling users to troubleshoot and resolve issues without manual input.

AEX Agentic AI Studio

A no-code/low-code design environment to create and deploy custom AI agents across business functions.

Key Features

- **Agent Studio** for no-code agent creation like RCA, CloudOps automation, FinOps Intelligence, and more.

- **Bring Your Own Model (BYOM)** capability lets enterprises integrate existing AI models for greater flexibility and control in automation.

- **Secure by Design** with SAST/DAST scans, encryption, and governance.

- **Multi-modal Support** – Chat, Voice, Web, and Mobile.

- **Drag-and-drop Workflow Builder** with logic, memory, and tool chaining.

- **Human-in-the-Loop** ensures expert oversight for critical actions, allowing review and approval of AI-driven decisions before execution.

- **Prompt Guardrails** maintain control and reliability of AI responses through predefined rules, validations, and contextual checks.

- **Cross-platform Orchestration** – connects with ITSM, HRMS, ERP, CRM, and more.
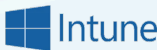
Benefits

HCL BigFix AEX is an **Agentic AI-powered platform** transforming enterprise support with autonomous AI agents that understand queries, execute tasks, and resolve issues with minimal human input.

Reduced Operational Costs	Increased Productivity	Enhanced User Experience
Unified platform that streamlines agent creation and workflow automation across departments, cutting down tool sprawl and costs.	Delivers consistent service across chat, email, voice, and apps, with chat support available in 100+ languages.	Agentic AI studio to automate multi-step workflows.
Saves manual resolution costs by autonomously resolving IT issues through self-heal automation.	Automates routine tasks through autonomous AI agents.	Personalized, context-aware resolutions through contextual AI understanding.

Integrations

Plug in and go: Leverage **50+ OTB tools** with MCP support for end-to-end enterprise automation.

Real Business Impact

Built for outcomes, not just efficiency – turning automation into real-world impact with happier users and reduced manual effort.

4K+
man hours saved by automation

98%
Enhanced customer satisfaction

Experience HCL BigFix AEX in Action

Schedule a Demo

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