

HCLSoftware

HCL BigFix AEX

The Agentic AI Platform for the
Modern Enterprise



HCL BigFix AEX

Empower your teams with intelligent AI Agents — built in minutes, deployed at scale, driven by results.

Enterprises are racing to automate tasks and deliver personalized support but face a fragmented landscape of tools, custom scripts, and isolated bots.

Key challenges include:

- Siloed AI tools with complex integration and governance overhead.
- Lengthy development cycles to build, test, and maintain AI agents.
- Low agent accuracy due to lack of contextual reasoning.
- Fragmented user experience across web, mobile, chat, and voice channels.
- High cost of AI adoption without guaranteed ROI.



Introducing HCL BigFix AEX

HCL **BigFix AEX** is an enterprise-grade Agentic AI platform designed to transform support and productivity across every department. With a **no-code/low-code Agent Studio**, built-in AI copilots, secure integrations, and support for both voice and chat — AEX is the only solution that lets you **design, deploy, and manage AI agents with true autonomy and enterprise control**.

When it comes to adopting agentic AI at the enterprise level, AEX is a platform that helps you **build and deploy AI agents at scale**. It makes it easy to use agentic AI for **smooth context transfer and orchestration** between different enterprise tools. With AEX, you can **boost productivity** across various business functions like IT, HR, Cloud, and more.

HCL BigFix AEX is here to help:

- **Eliminate tool fragmentation** with an all-in-one AI platform.
- **Empower every team** with department-specific agents – from IT and HR to Finance and Sales.
- **Build and launch agents in minutes** using drag-and-drop workflows.
- **Enable agents to reason, act, and respond** autonomously with contextual intelligence.
- **Scale effortlessly across geographies, channels, and personas** – with built-in multilingual and voice capabilities.

Product Capabilities that power up your Employee Experience (EX)

Conversational Virtual Agent (CVA)

Intelligent first responder, understanding user queries, resolving common IT issues autonomously, and escalating complex cases with full context.

Agent Assist

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

Self-Heal

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

Voice Agent

AEX 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

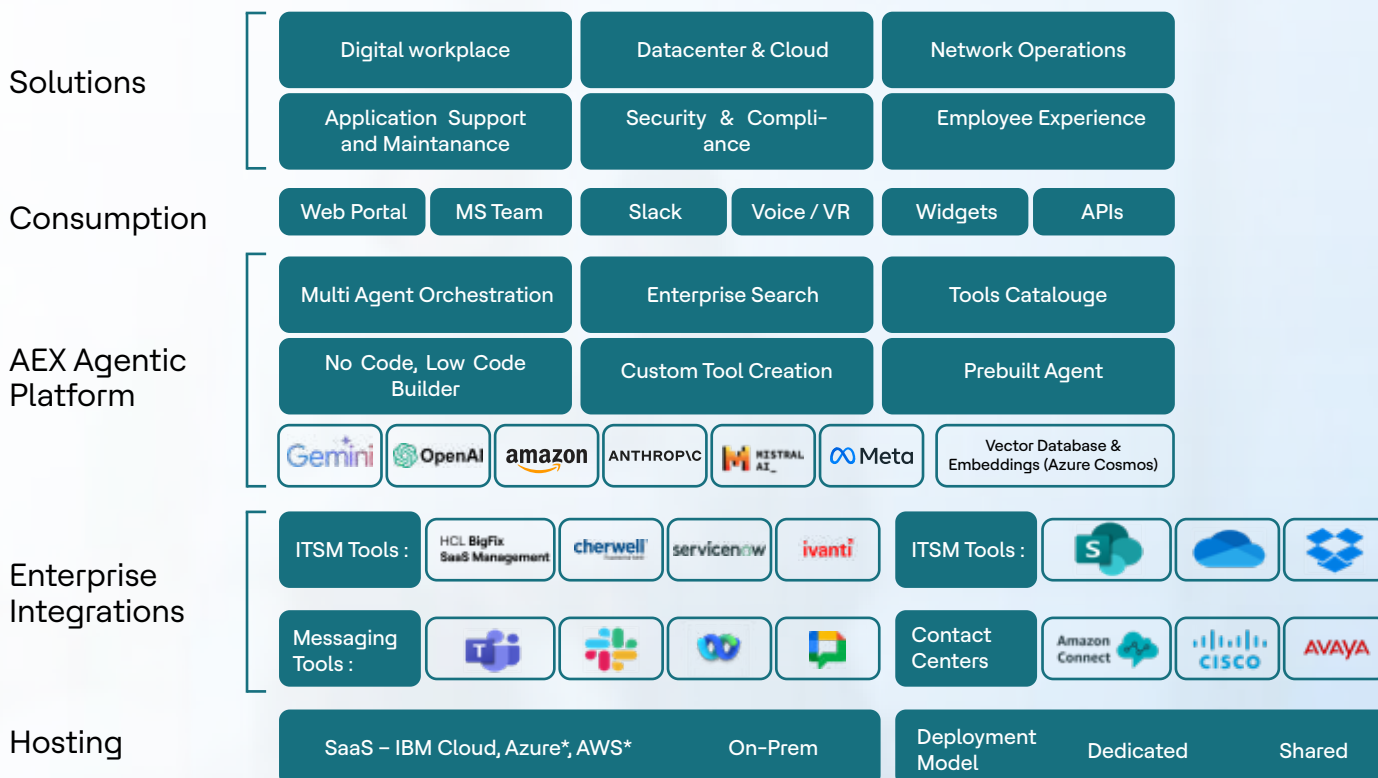
A no-code/low-code design environment to create and deploy custom AI agents across business functions.

Key Features of the Product

- Agent Studio for no-code agent creation.
- Integrated Tools Catalog with support for internal and external APIs.
- Bring Your Own Model (BYOM) capability.
- Drag-and-drop Workflow Builder with logic, memory, and tool chaining.
- Secure by Design with SAST/DAST scans, encryption, and governance.
- Multi-modal Support – Chat, Voice, Web, and Mobile.
- Human-in-the-Loop and Prompt Guardrails.
- Cross-platform Orchestration – connects with ITSM, HRMS, ERP, CRM, and more.

HCL BigFix AEX Agentic Platform

Autonomous. Flexible. Enterprise-Ready.



Benefits – A quick glance

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

- Unified platform for all department needs
- Automatic ticket routing based on agent skills and availability
- Independently resolve IT issues through self-heal automation

Increased Productivity

- Consistent service across chat, email, voice, and apps
- Automates routine tasks through autonomous AI agents
- Learns from each agent interactions enabled by shadow learning

Enhanced User Experience

- Agentic AI studio to automate multi-step workflows
- Personalized, context-aware resolutions through contextual AI understanding
- Support in every language, everywhere

Case Study

Reduction of High Volume of Tickets & Operational Cost by Automating Responses

A \$26B food and beverage company enhanced user experience and reduced costs by implementing HCL **BigFix AEX**.

Challenges

High volume of inquiries and request, lead to long wait times and decreased satisfaction.

Repetitive manual tasks drained time and resources, reducing efficiency and growth.

Managing global partners while staying locally relevant and responsive was challenging.

Business Impact

Boosted customer satisfaction and loyalty with immediate, accurate, and consistent support.

Automating tasks and intelligent inquiry routing streamlined operations and eased the service team's burden.

Enhanced support, strengthened relationships and increased collaboration with channel partners.

26K+

Man-Hours Saved by
Automation in One

98%

Enhanced Customer
Satisfaction

88%

Increased First Call
Resolution (FCR)

About HCLSoftware

HCLSoftware, a division of HCLTech, develops, markets, sells, and supports software for Business Solutions, Intelligent Operations, Total Experience, Data & Analytics and Cybersecurity. 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 through relentless product innovation.

Do you want to learn more, see a demonstration, get questions answered or request a free trial? Simply visit www.bigfix/aex.com and get started today.

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