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BigFix Patch

Continuous patch compliance, visibility and enforcement

High profile cyber-attacks, such as WannaCry, Petya, NotPetya, and others have forced organizations to assess, deploy and manage a constant flow of patches for the myriad operating systems and applications in their heterogeneous environments For system administrators responsible for managing tens or hundreds of thousands of endpoints, patch management can easily overwhelm already strained budgets and staff. BigFix Patch balances the need for fast deployment and high availability with an automated, simplified patching process that reduces the risk and pain of providing patch security. BigFix Patch gives organizations access to comprehensive capabilities for delivering patches for Microsoft Windows®, UNIX®, Linux® and Apple Macintosh® operating systems; third-party applications from vendors including Adobe®, Google ®, Microsoft ®, Mozilla®, Apple® and Oracle®; and customer-supplied patches to endpoints—regardless of their location, connection type or status.

Endpoints can include servers, laptops, desktops and specialized equipment such as point-of-sale (POS) devices, Internet of Things (IoT) devices such as Raspberry Pi, ATMs and self-service kiosks. In addition, virtual machines can be patched so that public and private cloud environments have the same level of security as traditional physical systems. With the addition of multicloud discovery in BigFix, you can more easily discover virtual machines dynamically across Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform, using cloud-native APIs without requiring an agent to be installed on each virtual machine. BigFix also automates the installation of BigFix agents on unmanaged virtual machines to provide additional security and control within cloud environments.

Highlights

- Automatically manage patches for multiple operating systems and applications across hundreds of thousands of endpoints—regardless of location, connection type or status
- Utilize more than 500,000 Fixlets out-of-the-box with a continuously updated Fixlet library with over 130 content updates per month, so IT teams won't spend their valuable time building and testing scripts
- Reduce security and compliance risk by slashing remediation cycles from weeks to days or hours
- Gain greater visibility into patch compliance with flexible, real-time monitoring and reporting

Addressing security needs across the organization

The CIO depends upon an effective patch management platform and processes to protect the organization's workstations, servers, applications and data. Patching all operating systems and applications is key to securing endpoints on-prem or in the cloud, regardless of connection, location or status. Security Analysts need to understand patch status across all endpoints to determine the identify risks and remediation priorities.

Service desk and IT support staff also need up-to-date information about patch status of operating systems and applications to effectively diagnosis problems and initiate appropriate remediation workflows. BigFix Patch is an effective patching solution for all endpoints running Windows, UNIX, Linux and macOS.

Accelerate and automate the patch management process

BigFix Patch automates the entire patch management process and enhances security while saving organizations money, time and effort.

Research—BigFix acquires, tests, packages and automatically distributes Fixlets, eliminating the time needed to considerable research, package and test patches. The community library of Fixlets is available on BigFix.me.

Assess—The BigFix intelligent agent continuously monitors and reports endpoint status, including patch levels, to a management server. This intelligent agent also compares endpoint compliance against defined policies, such as mandatory patch levels

Patch—IT administrator can quickly create a report showing which endpoints need updates and then distribute those updates to the endpoints within minutes. IT administrators can safely and rapidly patch Windows, Linux, UNIX and Mac operating systems with no domain-specific knowledge or expertise, and the solution stores audit information that tracks who ordered which updates to be applied to which endpoints.

Validate—Once a patch is deployed, BigFix automatically reassesses the endpoint status to confirm successful installation and immediately updates the management server in real time. Rather than looking at exit codes to reflect patch status, BigFix automatically uses the same process used to determine patch relevance. This is critical for supporting compliance requirements, which require definitive proof of patch installation. With BigFix, operators can watch the patch deployment process in real time via a centralized management console.

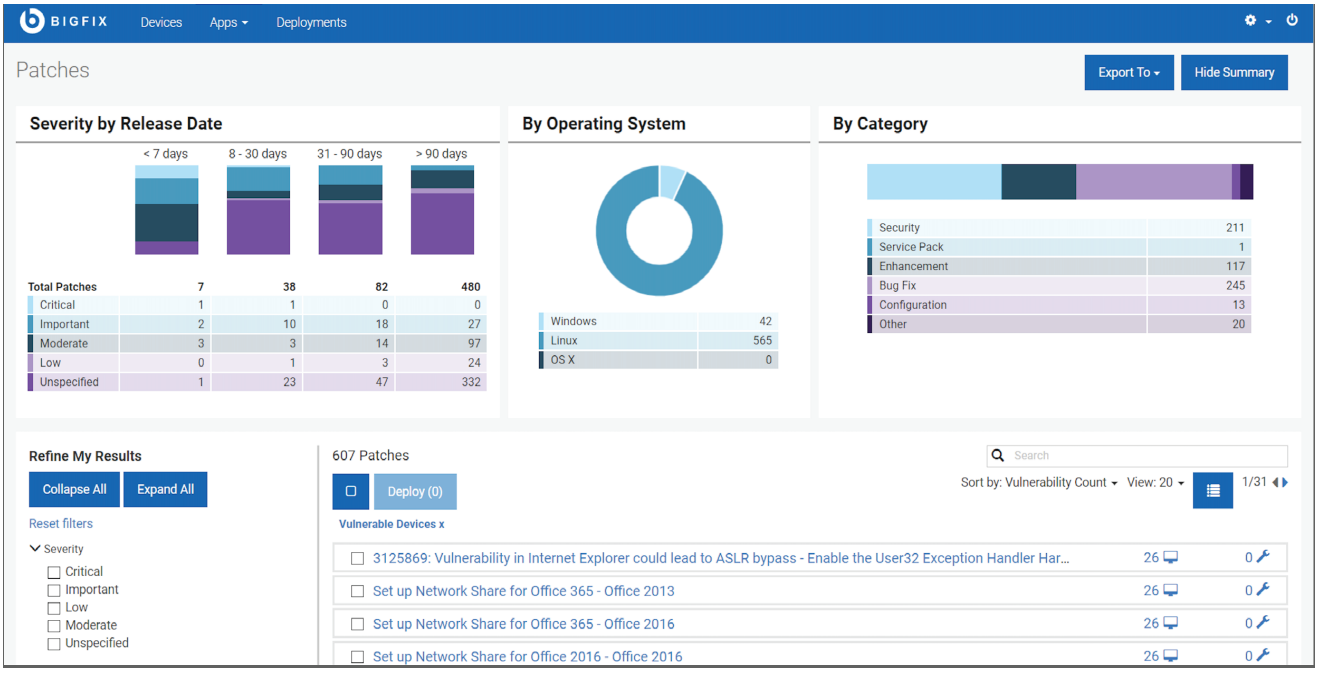
Enforce— The BigFix intelligent agent provides continuous endpoint enforcement to ensure that endpoints remain updated. If a patch is uninstalled for any reason, the agent can be configured to automatically reapply it to the endpoint.

Report—Integrated web reporting capabilities allow end users, administrators, executives, management and others to view dashboards and receive up-to-the-minute reports. Dashboards and reports indicate which patches were deployed, when they were deployed, who deployed them, and to which endpoints.

Achieve continuous compliance

Many organizations need to establish, document and prove compliance with patch management processes in order to comply with federal governmental regulations, service level agreements (SLAs) with other organizations and internal constituents, and corporate policies. Regulations such as Sarbanes- Oxley, Payment Card Industry (PCI) Data Security Standard (DSS) and Health Insurance Portability and Accountability Act (HIPAA) require that a fully- documented patch management process. Proof of continuous compliance is necessary in order to pass audits. BigFix's ability to enforce policies and quickly report on compliance can improve an organization's audit readiness and reduce non-compliance fines.

For organizations that require a greater level of compliance, BigFix Patch integrates with BigFix Compliance, an offering specifically dedicated to monitoring and enforcing endpoint security configurations through industry standard checklists.



Scalability and Performance

A common approach to patch management is to create large patch files and distribute them to all endpoints, regardless of whether they are already patched. BigFix Patch takes a different approach using Fixlets®, which wrap the update with policy information such as patch dependencies, applicable systems and severity level. Each intelligent agent installed on an endpoint recognizes which Fixlets are applicable to it based on the endpoint's unique hardware, operating system, configuration settings, applications and installed patches. The agent then automatically downloads and applies only the relevant updates for that specific endpoint eliminating unnecessary traffic on the network and distribution of large patch files.

A single patch management server can support up to 250,000 endpoints, shortening patch times and updates with no loss of endpoint functionality, even over low-bandwidth or globally distributed networks. BigFix features patented, bandwidth-throttling technology that manages network traffic and minimizes congestion. Additionally, BigFix agents can be configured to act as relays for sites with slow connections allowing peers on a subnet to share binaries. This eliminates the cost and maintenance of dedicated relays, typical of other patch management tools.

BigFix delivers 98+ percent first-pass success rates—up from the conventional 60 to 75 percent rate—not only increasing the effectiveness of the patch process but cutting operational costs and reducing staff workloads by as much as 20 to one. BigFix can patch endpoints on or off the network—including devices using Internet connections. This means laptops using a public Internet connection at a coffee shop and other "roaming" devices can still receive patches.

Architected for scalability and performance, the BigFix suite delivers an comprehensive and effective endpoint management solution that significantly reduces patch cycles, often from weeks or days to hours or minutes.

Why BigFix?

BigFix is built on a unique, highly scalable infrastructure that distributes decision making out to the endpoints. This provides extraordinary functional and performance benefits across the entire BigFix family of solutions while reducing the cost of endpoint management and infrastructure complexity. BigFix features:

- **A single intelligent agent -** The BigFix agent performs multiple functions, including continuous self-assessment and policy enforcement. It initiates actions in an intelligent manner, sending messages upstream to the central management server and pulling patches, configurations, or other information, to the endpoint in real-time. The BigFix agent self-throttles to 2% CPU, performs dynamic bandwidth throttling to address varying degrees of network bandwidth at remote locations and runs on more than 90 operating systems across Windows, Linux, UNIX, and macOS.

- **BigFix Fixlets™ -** BigFix Fixlets are small units of automation that allow IT operations to simplify their daily operations and focus on more complex operations. BigFix provides more than 500,000 out-of-the-box Fixlets. The BigFix team is continuously updating the Fixlet library, with over 130 content updates per month. BigFix users, business partners, and developers can leverage Fixlets to create custom policies and services for endpoints managed by BigFix. A community library of Fixlets is available on BigFix-.me.

- **Highly scalable architecture -** A single BigFix management server can manage up to 250,000 physical and virtual computers over private or public networks, and most implementations require only 1-2 staff per management server. Managed endpoints may include servers, desktops, roaming laptops, endpoints in the cloud, and specialized devices such as point-of-sale (POS) devices, Automatic Teller Machines (ATMs), and self-service kiosks.

- **Multicloud support-** Cloud endpoints can be easily discovered and viewed alongside traditional endpoints using BigFix. Multicloud support allows organizations to deploy the BigFix agent on cloud endpoints for complete visibility, control, and security. It allows organizations to seamlessly manage endpoints running in multiple cloud environments simultaneously – such as Amazon Web Services, Microsoft Azure, and Google Cloud Platform – alongside other endpoints managed by BigFix.

- **Integration options -** BigFix integrates with solutions from major Security and IT Operations technology partners to create a broad enterprise ecosystem. BigFix, alongside its ecosystem partners, delivers a rich set of capabilities to analyze, optimize, gain context and take decisive action across all of your IT operations to increase compliance and reduce cyber risk. Our partners include ServiceNow, IBM, Tenable, Aruba, Intel, Forescout and others.

The BigFix Family

Your investment in BigFix can transform endpoint management, reduce software costs and provide 360-degree visibility. BigFix customers have dramatically consolidated IT tools and endpoint agents, while supporting new work paradigms such as work from home initiatives. Besides BigFix Inventory, the BigFix family includes:

- **BigFix Lifecycle -** Enables IT security and operations to quickly discover, secure, and manage hundreds of thousands of endpoints using a single platform. It provides an automated, simplified patch process that achieves greater than 98% first-pass patch success rates across across Windows, UNIX, Linux, macOS platforms - regardless of location or connection. BigFix Lifecycle also includes OS provisioning, software deployment, remote control, server automation, power management, BigFix Modern Client Management, BigFix Insights, and BigFix Insights for Vulnerability Management.

- **BigFix Compliance -** Continuously enforces endpoint configuration compliance with thousands of out-of-the-box security checks aligned with industry-standard security benchmarks published by CIS, DISA STIG, USGCB and PCI-DSS. BigFix Compliance provides an automated, simplified patch process that achieves greater than 98% first-pass patch success rates across Windows, UNIX, Linux, macOS - regardless of location or connection. BigFix Compliance also includes BigFix Modern Client Management, BigFix Insights and BigFix Insights for Vulnerability Remediation.

- **BigFix Modern Client Management -** Enables organizations to have complete visibility and control of Windows 10 and macOS endpoints using either a traditional BigFix agent or Mobile Device Management (MDM) APIs. Leveraging both approaches provide IT teams with the greatest range of management and automation capabilities. Zero touch

provisioning speeds and simplifies the deployment of new laptops to remote users. With BigFix Modern Client Management, organizations can more easily manage newer enterprise platforms in a cost-effective way.

- **BigFix Inventory -** Dramatically reduces the time required to conduct a comprehensive software asset inventory for license reconciliation or compliance purposes. It provides valuable information about what software is deployed on endpoints, along with how that software is being used. BigFix Inventory reduces annual software spend, mitigates license non-compliance fines, and helps identify unauthorized or risky software for possible removal.

- **BigFix Insights -** Enables teams to quickly report their organization's threat posture to executives and perform advanced analysis to drive next steps. This innovative offering provides a powerful endpoint integration platform and database for deeper data insights across traditional on-premise, cloud, and MDM API managed endpoints. BigFix Insights leverages Business Intelligence (BI) reporting tools to provide out-of-the-box and customizable reports.

- **BigFix Insights for Vulnerability Remediation -** Dramatically compresses the time from vulnerability detection to remediation via direct integration with leading third-party vulnerability management solutions. With BigFix Insights for Vulnerability Remediation supporting Tenable and Qualys, organizations can also reduce errors caused by current spreadsheet-based, manual processes as well as reduce security risk by shrinking the attack surface.

For more information

To learn more about BigFix, contact your HCL Software representative, HCL Business Partner, or visit **www.BigFix.com.**

About HCL Software

HCL Software is a division of HCL Technologies that develops and delivers a next-generation portfolio of enterprise-grade software-based offerings with flexible consumption models, spanning traditional on-premises software, Software-as-a-Service (SaaS), and bundled managed services. We bring speed, insights and innovations (big and small) to create value for our customers. HCL Software solutions include DevOps, Security, Automation, Application Modernization, Data and Integration Infrastructure, and several Business Applications. HCL embraces the real-world complexity of multi-mode IT that ranges from mainframe to cloud and everything in between while focusing on customer success and building 'Relationships Beyond the Contract.'

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