

HCLSoftware

HCL BigFix Runbook AI



An AI-Powered Automated Incident Remediation Platform

HCL BigFix Runbook AI is an AI-powered runbook automation platform that uses Generative AI, Machine Learning, Artificial Intelligence, and Natural Language Processing to simplify and automate IT Operations across datacenter and cloud environments. It resolves both infrastructure and application-level issues with accuracy and speed.

With a library of **4000+ automation runbooks** and **600+ fixlets**, the platform learns from your environment, identifies automation opportunities, recommends the right actions, and resolves issues autonomously across hybrid, cloud, and on-premise landscapes.

Key Features

AI/ML-Powered Zero-Touch Remediation

Automatically diagnoses issues, executes runbooks, and learns from outcomes to continuously reduce MTTR.

4000+ Ready Automation Runbooks and 600+ Fixlets

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

Continuous Automation Discovery

Identifies repetitive, high-volume issues and recommends new automations to expand coverage.

Self-Service Automation Candidate Discovery

Analyzes ITSM tickets to spot repeatable issues and surface the best automation candidates.

GenAI-powered Knowledge Assistance & Script Generation

Generates new runbooks for unknown issues and provides proactive guidance by unifying enterprise knowledge, summarizing tickets/articles, and recommending related tickets for faster resolution.

Roster Management

Automates shift planning and skill-based routing with real-time inputs 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, Jira, BMC, Ansible, ITPAM, Moogsoft, BigFix, and more.
NLP-based parsing improves 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.

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
<p>With AI-led analysis and autonomous remediation, Runbook AI shortens investigation time and delivers faster, more predictable fixes across high-volume incidents. Teams get ahead of backlogs, reduce MTTR, and avoid last-minute escalations that put SLAs at risk.</p> <p>Restore services faster – without adding more hands.</p>	<p>By automating repetitive incidents, requests, and day-to-day operational tasks, Runbook AI removes the workload that typically drains team capacity. Engineers spend less time firefighting and more time improving systems, optimizing operations, and driving innovation.</p> <p>Give your teams time back to focus on what actually matters.</p>	<p>NLP-driven understanding and recommended runbooks ensure issues are resolved correctly on every attempt. Knowledge is automatically generated and surfaced at the right moment, so no matter who picks up the task, the outcome remains consistent and reliable.</p> <p>Deliver the right fix – the first time, every time.</p>

Real Business Impact

Up to

85%

faster MTTR

Up to

60%

effort savings

87–96%

automated resolution success

Experience HCL BigFix Runbook AI in Action

To learn more, please write to:

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