HCLSoftware

HCL BigFix

Patch

An enterprise managing approximately 3,800 servers across a heterogeneous, multi-OS environment.

Success Story

The Business Challenge

- Managed a heterogeneous, multi-OS environment of roughly 3,800 servers with no centralized way to keep systems consistently updated.
- Lacked a unified patch management solution, creating end-of-support exposure across the server estate.
- Limited visibility into software assets left gaps in software asset management (SAM) and patch compliance tracking.

The Solution

- Deployed HCL BigFix Patch after seeing its success on client devices elsewhere in the organization.
- Rolled out across the server environment in 10 to 35 days, depending on the specific environment.
- Automated recurring Patch Tuesday activities and centralized patch compliance management under one platform.

How HCL BigFix Helped

Reached 100% patch deployment across available systems in under a day, even within a monthly patching cycle.

Reduced outstanding vulnerabilities month over month through consistent, repeatable deployment.

Enabled immediate remediation of vulnerability tickets, strengthening security posture and audit readiness.

Replaced ad hoc, disconnected patching with a single, measurable, and granular process.

100%
Patch deployment completed across all available systems in under a day.

3,800+
Servers managed across a heterogeneous, multi-OS environment.

> Once the patching process has been designed, executing it with BigFix is remarkably straightforward. For organizations that need a granular, measurable solution tailored to their specific requirements, there is no better product."
>
> -IT/Security Leader

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