

### Move Beyond Chaos with Secure Resilient Operations

Deliver Secure Resilient Operations with unified endpoint management and security — powered by **AI and automation**.

HCL BigFix helps enterprises see, decide, and act instantly across every device, cloud, and environment to reduce risk, cost, and complexity.

#### SECURE

Continuous remediation and compliance with **real-time intelligence**.

#### RESILIENT

**Autonomous** enforcement and zero-touch recovery even when offline.

#### OPERATIONS

**Unified automation** that brings IT and Security together on one platform.

### HCL BigFix Platform Overview

Bundles / Module	What It Does	Key Business Impact
HCL BigFix Workspace+	Manages all employee devices and enables self-healing support through Agentic AI-powered virtual assistants (HCL BigFix AEX).	Increase employee productivity with <b>5K+ active use cases</b> for AI-driven employee experience.
HCL BigFix Enterprise+	Automates the management and security of your entire IT environment, from servers to the cloud, powered by BigFix Runbook AI.	Reduce service provisioning time <b>by up to 85%</b>
HCL BigFix Runbook AI	Uses AI to automatically fix complex IT problems without needing a person to intervene.	<b>Achieve zero-touch automation</b> using a library of over 350 intelligent runbooks.
HCL BigFix Remediate	Automatically finds and fixes security vulnerabilities (patching) across all your systems.	<b>Achieve a &gt;98%</b> first-pass patch success rate.
HCL BigFix Compliance	Continuously checks and enforces your company's security rules on every device.	Enforce compliance with <b>over 50,000</b> out-of-the-box security checks.
HCL BigFix Lifecycle	Manages everything on your devices (laptops, servers, etc.) from setup to retirement, all from one place.	<b>Resolve endpoint</b> problems in minutes, not hours, across <b>100+</b> operating systems.
HCL BigFix SaaS Management	Gives you complete visibility and control over all the cloud software (SaaS) your company uses.	Reduce SaaS waste by <b>up to 25%</b> on unused or redundant tools.
HCL BigFix Service Management	An AI-powered help desk that automatically handles and resolves IT support tickets.	Reduce the average time to resolve IT incidents <b>by 40%</b> .

Offering / Module	What It Does	Key Business Impact
HCL BigFix Inventory	Finds and tracks all the software and hardware your company owns and uses.	Gain insight into <b>over 100,000</b> software titles to eliminate wasteful spending.
New Modules		
HCL BigFix AEX	Provides employees with a smart virtual assistant to instantly solve their IT, HR, or other requests.	Increase first-call resolution by <b>up to 88%</b> .
HCL BigFix SaaS Remediate	A simple cloud tool to quickly fix the most urgent security vulnerabilities across your devices.	Reduce vulnerability remediation cycles from <b>weeks down to hours</b> .

# Proven Value for Global Enterprises

98%+

first-pass patch success rate

155M+

endpoints managed globally

100+

operating systems supported

6+

tools consolidated into one platform

5 min

to complete audits that once took 2 weeks.

Recognized Excellence



# Customer Voices



Senior Information Security Manager,  
Leading Industrial Manufacturer

“HCL BigFix **fixed problems** I couldn’t have solved with a remote workforce.”

VP Sales & Services,  
North American Bank

“**Our bank** cut overall server management costs by **20 %** using HCL BigFix Patch-as-a-Service.”

Take the Next Step to Transform Your IT Operations



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