HCLSoftware

HCL BigFix The Endpoint Management Platform

BigFix automates discovery, management, and remediation of all endpoints — whether on-premises, mobile, virtual, or in the cloud — regardless of operating system, location or connectivity. With BigFix, you can manage every endpoint.



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Overview

The HCL BigFix endpoint management platform lets IT Operations teams leverage the power of intelligent automation and continuous compliance to manage nearly 100 operating system versions — enabling streamlined management processes, tool consolidation, and dramatically reduced operating costs.

Unlike complex tools that cover only a limited subset of your endpoints, BigFix's unified architecture can effectively manage and ensure compliance for all your servers, desktops, and mobile devices — whether in the office, at home, or in the cloud. BigFix can find and fix endpoints faster than any other solution — delivering more than 98% first-pass patch success rates.

BigFix integrates with leading vulnerability management solutions like Tenable and Qualys to cut the time required to remediate vulnerabilities by an order of magnitude. It also extends its unmatched endpoint management capabilities to AWS, Azure and Google clouds — so your organization can use a single solution to manage multiple clouds and on-premise environments consistently and effectively.

BigFix's unique approach — coupled with thousands of out-of-the-box security checks — enhances your security posture and automates the fight against ransomware and other cyber attacks.

Recognitions



Quadrant SPARK Matrix™ Names HCL as Technology Leader in Unified Endpoint Management, 2023



G2 awards BigFix with five awards in 2023 including Leader Enterprise, Leader Mid-Market and Leader Small Business



IDC Names HCLSoftware a Leader in Unified Endpoint Management for IoT.

Read reviews from BigFix users!



"There is no better way to remain compliant and save time than using HCL BigFix...it is a game changer."

 Senior Technical Support Engineer



[Peer Spot – 4.3 of 5 stars.]

BigFix: "An extremely powerful and lightweight solution that is fairly priced and has excellent support."

Coordinator and Project Manager

What the Industry is Saying About BigFix

"I have been using BigFix for seven years... It is by far the most flexible, fast, and powerful endpoint management system that I have ever used."

Senior EngineerFinance Industry

"Reliable, scalable, and feature-rich solution for endpoint management."

Technical AnalystTransportation Industry

"One of the biggest benefits BigFix has had for our organization is the ease and efficiency to perform many different tasks, across pillars and platforms, all from one pane of glass."

- Principle Cloud Architect

"BigFix has straightforward setup and installation. This makes endpoint management tasks effortless. It has incredible data security and governance, which controls the various cyber attacks in the organization."

- Senior IT Manager Financial Industry

"There are many things that I like about HCL BigFix, but if I had to choose just one it would be the ability to quickly and easily deploy software and patches across my entire network. With BigFix I can be confident that all of my systems are up-to-date and compliant with corporate policies."

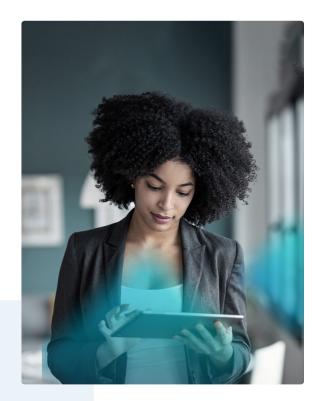
- Network Systems Manager US College

"We use BigFix to fix all the endpoint issues for all our devices. We have been able to patch and secure all our systems running Windows and Linux. Overall, the way BigFix helps us to simplify how we manage our endpoints in production is definitely a game changer."

- Senior Data Engineer Large US Retail Chain



The Endpoint Management Platform



Endpoint management is a universal challenge

By 2025:

- 80 billion devices will be connected to the internet and will need securing¹
- The cost of cybercrime is projected to hit \$10.5 trillion annually 2
- 45% of organizations worldwide will have experienced attacks on their software supply chains ³

Defending against threats is an organizational and management challenge, not just a technical one. Today's top endpoint management challenges include:

Growing vulnerabilities

This year (2023) cyber⁴vulnerabilities have sky-rocketed by 589%.

Skills shortage

In 2023, there are now 3.5 million unfilled cyber security jobs.

Compliance mandates

Regulatory mandates are growing and non-compliance fines can cost billions for large global brands.

Long remediation times

According to a study by EdgeScan, organizations take an average of 60 days to remediate critical vulnerabilities. Remediating endpoint vulnerabilities fast is mission critical.

Many tools and agents

According to a study by Gartner, the average organization uses 10-15 IT tools for endpoint management and security. The more tools, the greater the cost and IT complexity.

Lack of visibility

With multiple management tools and a growing number of remote, cloud and mobile devices, organizations seldom have a single enterprise view which increases security risk.

¹ https://www.forbes.com/sites/michaelkanellos/2016/03/03/152000-smart-devices-every-minute-in-2025-idc-outlines-the-future-of-smart-things

² https://www.forbes.com/sites/forbestechcouncil/2023/02/22/105-trillion-reasons-why-we-need-a-united-response-to-cyber-risk

³ https://www.gartner.com/en/articles/7-top-trends-in-cybersecurity-for-2022
4 https://wraltechwire.com/2023/05/04/report-cyber-vulnerabilities-skyrocket-589-underscoring-importance-of-cybersecurity

⁵ https://cybersecurityventures.com/jobs

The Endpoint Management Platform

BigFix secures every endpoint

IT security and operations teams face the massive task of staying one step ahead of a constantly evolving threat landscape.

Did you know that:

- 60% of breach victims said they were breached due to an unpatched known vulnerability.1
- It takes 60 days on average for organizations to remediate a newly discovered critical vulnerability,² but on average only 15 days for a vulnerability to be exploited after it is made public.3

Speeding the discovery, prioritization and remediation of critical vulnerabilities combats cyber threats. Aligning IT and Security Operations means organizations can close vulnerabilities faster, securing their environment before an attack occurs.

BigFix is the most effective way for IT security and operations teams to anticipate, collaborate, prioritize and respond to cyber threats fast.



What is BigFix CyberFOCUS Security Analytics?

Designed to help IT Operations team discover, prioritize, and patch critical vulnerabilities, BiqFix CyberFOCUS Security Analytics reduces cybersecurity risk in real time.

Unlike siloed processes based on disparate teams and tools, BigFix delivers a single, integrated solution that eliminates the inefficiencies in passing data from multiple tools to the different teams who are responsible for enterprise security.

By leveraging endpoint information that only BigFix knows, BigFix CyberFOCUS Security Analytics provides the ability to simulate vulnerability remediation, define and manage Protection Level Agreements (PLAs), and analyze CISA Known Exploited Vulnerability exposures.

BigFix CyberFOCUS Security Analytics includes the:

- MITRE Advanced Persistent Threat Vulnerability Remediation Simulator
- CISA Known Exploited Vulnerability Exposure Analyzer
- Insights for Vulnerability Remediation for Tenable, Rapid7 or
- Ability to Define and manage Protection Level Agreements (PLAs)

BigFix CyberFOCUS Security Analytics is a powerful tools that aligns IT and security teams to fight cyber attacks.

¹ https://investors.tenable.com/news-releases/news-release-details/tenable-research-known-vulnerabilities-pose-greatest-threat

² https://www.prnewswire.com/news-releases/organizations-take-an-average-of-60-days-to-patch-critical-risk-vulnerabilities-301496256.html 3 https://www.techtarget.com/searchsecurity/news/365531838/Rapid7-Attackers-exploiting-vulnerabilities-faster-than-ever

The Endpoint Management Platform

BigFix is reliable and proven technology

Did you know BigFix manages over one billion endpoints worldwide? That achievement requires a industryleading endpoint management solution with proven technology.

That's HCL BigFix.

Whether you're responsible for managing end user workstations, securing the server infrastructure, IT security, or managing assets, BigFix is the essential solution to consistently and effectively manage all your endpoints regardless of device type, operating system, location or connection. The BigFix suite of integrated offerings empowers IT Operations to cost-effectively manage and secure every endpoint. BigFix is a industry leading solution because the BigFix Platform delivers:

Endpoint discovery

Discovers all endpoints across various network topologies in a heterogeneous environment and regardless of connection state, whether on the corporate network or via the Internet.

Multiplatform support

BigFix manages nearly 100 operating systems and variants for Windows, UNIX, Linux, macOS, iOS and Android. It it a single comprehensive endpoint management solution for lifecycle, compliance, inventory, mobile and vulnerability management.

Co-management

BigFix also delivers flexible ways to manage endpoints: agent and agentless. With these two approaches, IT organizations have the flexibility to choose the right approach for every business need.

Powerful automation

BigFix is a powerful automation platform. Using Fixlets and tasks, most any IT process can be automated and optimized. Additionally, endpoint provisioning, OS deployment and upgrades, software distribution, compliance monitoring and remediation and reporting can all be automated with BigFix.

A highly scalable architecture

A single management server can manage up to 300,000 physical and virtual endpoints on private or public networks. BigFix Agents may be deployed on servers, desktops, laptops, and specialized devices such as kiosks, point-of-sale (POS) devices, Automatic Teller Machines (ATMs), whether they located on-premise, in the cloud or roaming outside the corporate network. The same management server also manages and secures mobile and modern devices. Below is a conceptual BigFix deployment.



Stable and reliable

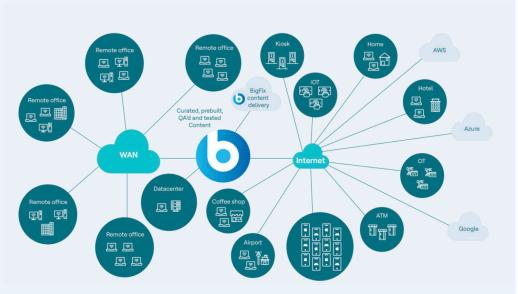
Since BigFix agents don't depend on services like LDAP, Active Directory or WSUS, BigFix agents are reliable, resilient, and require minimal engineering support. Additionally, BigFix agents perform dynamic bandwidth throttling enabling BigFix to reliably manage endpoints at remote locations which often have slower bandwidth connections.

Multicloud management

Manage all your servers running in Amazing Web Services (AWS), Google Cloud, Microsoft Azure, VMWare and Nutanix — all using BigFix.

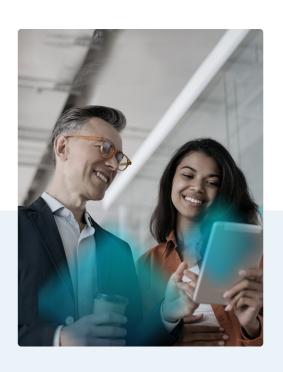
Integrations

A range of integrations and services are available to eliminate inhouse development, improve staff productivity, and increase your return on investment. Integration partners include ServiceNow, IBM, Tenable, Qualys, Rapid 7 and Forescout.

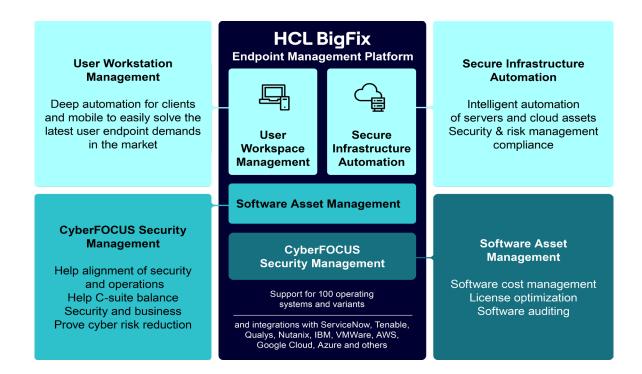


The Endpoint Management Platform

BigFix is for everyone who manages and secures endpoints



Organizations in every sector need to manage user workspace devices, infrastructures and software assets, all within a secure environment. IT responsibilities are generally dispersed across four IT groups shown below:



HCL BigFix offerings are leveraged to meet or exceed the needs of these four areas of endpoint management responsibility.

User Workspace Management

Secure Infrastructure Automation

CyberFOCUS Security Management

Software Asset Management

BigFix Workspace with BigFix AEX Add-on

BigFix Lifecycle, BigFix Compliance, and Runbook AI

BigFix Lifecycle, BigFix Compliance or BigFix Remediate

BiqFix Inventory

More detail is provided for each of these offerings on the following pages.

The Endpoint Management Platform

BigFix Workspace

BigFix Workspace is a comprehensive management suite that includes desktop, laptop and mobile management. It allows organizations to manage all end user devices from a single console.

BigFix Workspace automates endpoint management and security and dramatically improves the end user experience. It also reduces software costs and streamlines processes allowing IT to stay ahead of potential security threats.



Features

Comprehensive management of desktops and laptops

Secures and manages laptops and desktop workstations running Windows, UNIX, Linux and macOS operating systems. Delivers OS deployment and migration, software distribution, remote desktop control, power management and patching.

Integrated management of smartphones and tablets

Enable enterprise visibility into all end user devices from one console enabling management of mobile devices alongside desktops and laptops. BigFix Workspace secures and manages mobile devices running Android, iOS and iPadOS and enables zero-touch over-the-air enrollment, application management, configuration management, corporate data protection and administration of security polices.

CyberFOCUS Security Analytics

Speeds discovery, prioritization and remediation of vulnerabilities based upon data provided by MITRE, CISA, Tenable and Qualys. It also measures remediation effectiveness is measured using Protection Level Agreements between business stakeholders and IT Operations.

Extended patch content

Ready-to deploy content, curated and tested by HCL for Windows, UNIX, Linux, and macOS operating systems and applications — delivered from the cloud.

Self-service application

Enables end users to leverage the power of BigFix automation to reduce IT workload while empowering end users with one click resolution. For example, can reset passwords, restore proper security configurations and optimize disk space all without involving IT staff.

New! Al-driven Employee Experience

Leverage artificial intelligence technologies to ensure consistent, personalized end-user support in a cost-effective manner that drastically reduces the number of service desk calls and improves employee satisfaction.

- Unify management of desktops, laptops and mobile devices
- Improve employee experience by enabling end user self service and AI technology
- Drastically reduce service desk calls from end users
- Speed endpoint provisioning effort including OS and software deployment
- Improve patch effectiveness
- Reduce energy costs
- Improve endpoint security and reduce risk of cyber attacks

The Endpoint Management Platform

BigFix Lifecycle

With BigFix Lifecycle, quickly discover, secure and manage hundreds of thousands of endpoints using a single management platform that supports nearly 100 operating systems and many third-party applications, databases and middleware. Simplify management by automating patch processes to achieve 98% first-pass patch success rates across Windows, UNIX, Linux and macOS endpoints -- regardless of type, location or connection.

Manage Windows 10 and macOS endpoints with a traditional BigFix agent, Modern Device Management (MDM) APIs, or both. Enable continuous patch compliance and speedy vulnerability remediation as well as OS provisioning and upgrades, software deployment, server automation, power management and remote desktop control.

Several deployment options are available for BigFix Lifecycle. It can be deployed on premise, in the customer's cloud, and in the HCL Cloud.



Server automation

Automates the management of physical, virtual and remote servers using real-time, policy-based management.

Operating system deployment

Provides centralized control and automation that simplify bare-metal deployment of Windows and Linux images to new workstations, laptops and servers. It also can perform in-place OS upgrades.

Software deployment

Provides policy-based installation, closed-loop verification and the ability to manage software distribution across Windows, UNIX, Linux and macOS platforms from a single management solution. A end user self-service application allows self-service without involving IT.

Power Management

Enables IT to apply energy conservation policies across the organization while providing the granularity to apply power management policies to a single computer or group of computers.

Extended patch content

Ready-to deploy content, curated and tested by HCL for Windows, UNIX, Linux, and macOS operating systems and applications — delivered from the cloud.

Remote Desktop Control

Enables reliable desktop control of Windows, Linux and macOS workstations and servers whether they are on or off the corporate network, from any location.

CyberFOCUS Security Analytics

Speeds discovery, prioritization and remediation of vulnerabilities based upon data provided by MITRE, CISA, Tenable and Qualys. It also measures remediation effectiveness is measured using Protection Level Agreements between business stakeholders and IT Operations.

Multiplatform patch management

BigFix supports nearly 100 different operating systems and variants of Windows, UNIX, Linux and macOS. It is a single, integrated solution for patching all endpoints, delivering 98% or greater first pass patch success rates.



- Deliver high rates of endpoint compliance
- Automate compliance monitoring and remediation
- Reduce compliance audit costs
- Minimize or eliminate non-compliance fines and penalties
- Reduce patch remediation effort by delivering high first pass patch success rates
- Improve endpoint security and reduce risk of cyber attacks

The Endpoint Management Platform

BigFix Compliance

Organizations continue to struggle to maintain compliance and demonstrate to internal and external stakeholders that endpoints are compliant level. BigFix Compliance, with thousands of security checks, enforces industry security standards right out-of-the-box. It delivers checks and checklists for CIS, DISA-STIG and PCI-DSS 4.0 compliance. Checklists are usable as-is or can be modified and extended to maintain continuous real time compliance to a customized set of security checks.

BigFix Compliance means simplified endpoint compliance management. Our customers often realize 98% or greater first pass patch success rate across Windows, UNIX, Linux and macOS. Vulnerability remediation with BigFix Compliance is fast and effective using CyberFOCUS Security Analytics.



Features

Continuous compliance

Continuously monitors current compliance state and automatically remediates non-compliance without human intervention. Continuous compliance improves endpoint security and eliminates manual remediation.

Ready-to-use, pre-built checklists

Simplifies maintaining compliance with CIS, DISA-STIG, PCI-DSS and more. Checklists are updated as benchmarks change.

Extensive library of over 20,000 checks

Enables the creation of custom checklists using pre-built checks that are tested and ready to deploy.

CyberFOCUS Security Analytics

Speeds discovery, prioritization and remediation of vulnerabilities based upon data provided by MITRE, CISA, Tenable, Rapid7, Qualys or imported from a Comma Separated Values (CSV) file. It also measures remediation effectiveness using Protection Level Agreements (PLAs) between business stakeholders and IT Operations.

Compliance analytics and reporting

Tracks and reports on current and historical compliance to satisfy stakeholders including internal and external auditors.

Multiplatform patch management

BigFix supports nearly 100 different operating systems and variants of Windows, UNIX, Linux and macOS. It is a single, integrated solution for patching all endpoints, delivering 98% or greater first pass patch success rates.

Extended patch content

Ready-to deploy content, curated and tested by HCL for Windows, UNIX, Linux, and macOS operating systems, applications, middleware and databases — delivered from the cloud.

- Reduce remediation effort
- Improve and speed endpoint compliance
- Reduce compliance audit costs
- Reduce non-compliance fines and penalties
- Improve effectiveness of patching
- Improve endpoint security and reduce risk of cyber attacks
- Enables business units to balance security requirements with the cost of cybersecurity

The Endpoint Management Platform

BigFix Remediate

BigFix Remediate combines the power of BigFix patching with the industry's fastest vulnerability remediation solution to align security and IT operations and shrink the enterprise attack surface. It includes patch content for hundreds of operating systems and third-party applications, databases and middleware.



Features

Multiplatform patch management

BigFix supports nearly 100 different operating systems and variants of Windows, UNIX, Linux and macOS. It is a single, integrated solution for patching all endpoints, delivering 98% or greater first pass patch success rates.

Extended patch content

Ready-to deploy content, curated and tested by HCL for operating systems, databases and middleware -- delivered from the cloud.

CyberFOCUS Security Analytics

Speeds discovery, prioritization and remediation of vulnerabilities based upon data provided by MITRE, CISA, Tenable, Rapid7 and Qualys.

Measuring remediation effectiveness is enabled through Protection Level Agreements between business stakeholders and IT Operations.

Upgradable

BigFix Remediate may be easily upgraded to BigFix Workspace, BigFix Lifecycle or BigFix Compliance as business requirements evolve.

- Improve patch effectiveness, delivering 98% or greater first pass patch success rates
- Reduce patch effort and failed patch remediation
- Improve endpoint security, reducing cyber risk
- Enable business units to balance security requirements with the cost of cybersecurty
- Empower IT Ops to significantly improve endpoint security

The Endpoint Management Platform

BigFix Inventory

Dramatically reduce the time required to conduct a comprehensive software asset inventory for license reconciliation and compliance. BigFix Inventory discovers over 100,000 software titles. It provides insight into your hardware and software assets, what software is deployed and how it's used.

BigFix Inventory is an essential solution to reduce annual software spend, identify unsanctioned and potentially vulnerable software, and mitigate vendor-imposed fines due to over deployment of software licenses.



Features

Endpoint discovery

Discovers all endpoints across various network topologies in a heterogeneous environment and regardless of connection state, whether on the corporate network or via the Internet. Discovering all endpoints is key to creating and maintaining and accurate asset inventory.

Software license management

Compares discovered software against the number of available licenses which enables better procurement decisions. Provides information on over 9,100 publishers, 38,000 software products and more than 105,000 application signatures out-of-the-box.

Extensive library of software titles

Delivers an ISO 19770-enabled Software Identification Catalog containing over 20,000 titles and a customized template for signatures of propriety and homegrown applications.

Multiplatform support

BigFix Inventory collects asset information from endpoints running Windows, UNIX, Linux, macOS, iOS, and Android operating systems -- providing consistent information about the hardware and software deployed across the enterprise.

Enterprise CMDB integration

Integrates with other asset and change management databases such as ServiceNow to automatically keep hardware and software information upto-date

- Speed creation of hardware and software inventories
- Reduce software spend by recapturing low or under used software licenses
- Lower security risk by Identifying unsanctioned and potentially vulnerable software
- Reduce non-compliance fines due to software over-deployment
- Measure software usage to optimize utilization and enable software cost charge back
- Enable procurement officers providing accurate software information to aid negotiations

The Endpoint Management Platform

A Comparison of BigFix Offerings

Capability	BigFix Remediate	BigFix Lifecycle	BigFix Compliance	BigFix Inventory	BigFix Workspace
Asset discovery of any IP-addressable device					
Multi-platform patch management					
Multi-cloud patch management					
Off-line VM guest patching					
Basic 3rd party app patch content					
Extended 3rd party app patch content					
Middleware and database patch content					
CyberFOCUS Security Analytics with Protection Level Agreements					
Advanced data analytics platform (Insights)					
Endpoint inspection (Query)					
API-based management & zero-touch provisioning for Win and macOS					
API-based management & zero-touch provisioning for mobile devices					
Advanced patch management for server clusters					
Software distribution including a self-service app					
Task sequencing and automation					
OS deployment – bare metal, wipe & load, updates & migration					
Remote desktop control					
PC/Mac energy management					
Continuous compliance with security and regulatory policies					
Compliance enforcement and analytics (CIS, PCI-DSS, DISA-STIG)					
Continuous Configuration Enforcement					
Multi-vendor anti-malware management					
Cross-vendor software inventory including Oracle & SAP					
Software catalog covering more than 100,000 titles					
IBM official virtualization capacity measurement tool (ILMT)					
Inventory for containers (add on feature)					
Enroll corporate, BYOD and dedicated devices					
Remotely wipe/lock a lost/stolen laptop and mobile device					
Create, deploy & manage policies & apps across mobile and laptops					
Clear/reset passcodes on mobile devices					
Multiple Android Enterprise Certifications					

The Endpoint Management Platform

BigFix Runbook Al

HCL BigFix Runbook AI is an IT automation product that leverages Machine Learning (ML) and Natural Language Processing (NLP) to automate enterprise technology operation lifecycle. It integrates with leading IT Service solutions to analyze incident ticket trends as well as patch and configuration updates from software vendors.

Using AI, issue information is parsed to understand the context of the problem and the most relevant runbook to resolve the problem is recommended. Runbook AI then orchestrates the deployment and execution of the action to resolve the issue.



Features

Artificial Intelligence-driven automation

Leading-edge AI technology is used to mimic human processes to improve the effectiveness of IT Operations. Utilize the power of AI to comprehend context, recommend appropriate solutions, and trigger automatic remediation.

Hundreds of ready-to-use runbooks

Over 350 ready-to-use, configurable and reusable runbooks provide robust end-to-end incident remediation and task automation across your IT infrastructure and applications landscape.

Automation diversity

Comprehensive automation capabilities are possible by supporting diverse processes including incidents, service requests, change requests, and event-driven remediation.

Multiplatform support

Supports more server OS versions for Windows, UNIX and Linux than any other runbook automation vendor. BigFix Runbook AI provides a single integrated solution for server and application automation.

Extensive integrations

Integrations are available for ITSM tools such as ServiceNow and Remedy, event management tools such as Moogsoft and Zenoss, and a unified knowlege base constructed from multiple sources of data and information.

Continuous improvement

By analyzing metrics and performance information about runbook automation and analyzing ticket data, potential automation candidates can be identified. With this information, IT can add runbook automations, drive higher usage and realize greater business value.

Professional services

By analyzing metrics and performance information about runbook automation and analyzing ticket data, potential automation candidates can be identified. With this information, IT can add runbook automations, drive higher usage and realize greater business value.

- Improve effectiveness of IT teams managing server and applications by using leading-edge AI technology
- Reduce time to value by leveraging hundreds of ready-touse, reusable and customizable runbooks
- Minimize application and system downtime by speeding problem resolution time
- Unify server automation using one integrated solution for Windows, UNIX and Linux platforms
- Enhance end user experience by solving issues quickly and efficiently

Ready to learn more?

BigFix is the superior management solution to secure and manage all your endpoints regardless of operating system, device type, location and connection. This brochure described typical endpoint management challenges and the BigFix modules that address them and the benefits our clients can realize.

Do you want to learn more, see a demonstration, get questions answered, or request a free trial? We hope you do! Simply visit www.BigFix.com and get started today.

About HCLSoftware

HCLSoftware develops, markets, sells, and supports product families in the areas of Digital Transformation, Data, Analytics & Insights, AI & Automation and Enterprise Security platforms. 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 with its IT investments through relentless product innovation.

HCLSoftware