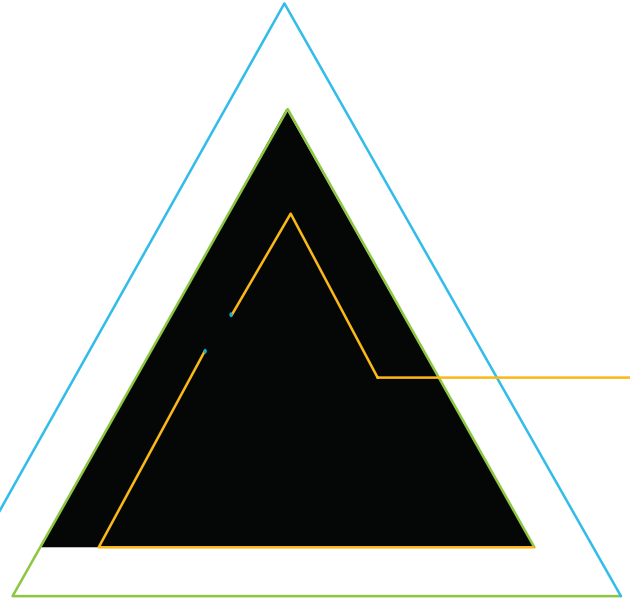# BigFix Lifecycle

Reduce cost, risk and complexity of managing endpoints using a single agent

The convergence of IT functions that has occurred in recent years— operations groups, for example, taking ever-greater responsibility for security—requires a corresponding convergence of management tools. Without unified, simplified and streamlined capabilities, management tasks in the distributed enterprise run the risk of becoming overwhelming in size and complexity.

BigFix® Lifecycle delivers the comprehensive and powerful approach that IT management needs today. Its' single intelligent agent technology provides real-time visibility into the state of endpoints and gives administrators advanced functionality for managing endpoints (laptops, desktops, servers). Now, administrators have a single tool for discovering, managing and securing ALL endpoints!

BigFix Lifecycle provides an accurate and comprehensive "single source of truth" for managing hundreds to hundreds of thousands of endpoints from a single server. Deployed in as little as a few hours, this industry-leading solution can shorten update cycles, speed endpoint provisioning, improve patch success rates, enhance IT and help-desk productivity, help mitigate cybersecurity risk, and boost end-user productivity.

Highlights

- Manage hundreds of thousands of endpoints regardless of location, connection type or status

- Combines device discovery, patch management, operating system deployment, software distribution, remote control, server automation, modern client management as well as advanced analytics and reporting

- Reduce management and infrastructure complexity, reduce total costs, boost productivity and deliver a high Return on Investment (ROI)

- Fixlet® messages, delivered regularly by the BigFix development team, wrap the update with policy information which is read by an intelligent agent so only the relevant updates for that specific endpoint are downloaded and installed

- Using BigFix Insights for Vulnerability Remediation, which is included with BigFix Lifecycle, organizations can speed vulnerability remediation by automating the manual correlation of vulnerability data from external sources with available remediation Fixlets.

Consolidating and simplifying management enterprise-wide

It's no surprise that the number of devices IT Teams need to manage are on the rise and maintaining visibility and control of those devices is critical to corporate security. Maintaining service levels and, enforcing security, while not inhibiting employee productivity is a very tricky balance. The quantity and variety of management tools continues to increase, while IT budgets and staff levels remain stagnant or are reduced. The solution to all of this is using the right tool that has the depth and breadth that modern teams need.

BigFix Lifecycle can help organizations meet these challenges by simplifying and consolidating key management services enterprise-wide by:

- Delivering unified real-time visibility into all endpoints, regardless of type, OS, connection or location.

- Scaling to hundreds of thousands of endpoints from a single management server

- Providing a lightweight, flexible infrastructure that ensures connectivity with endpoints regardless of location, connection type or status

- Speeding bare-metal OS provisioning and migrations

- Reducing complexity by managing heterogeneous platforms, including Microsoft Windows, UNIX, Linux and macOS, from a single console

- Giving users control and curbing the volume of help-desk calls through administrator-approved, user self-provisioning capabilities

- Providing remote desktop control of servers and workstations, streamlining help-desk calls and speeding problem resolution

- Ensuring security and compliance of all endpoints, whether on or off the enterprise network

- Managing Windows 10 and macOS endpoints alongside traditional endpoints using a single, integrated solution

Delivering functions that address the full systems lifecycle

BigFix Lifecycle includes the following key functions without adding additional infrastructure or implementation costs:

Device discovery

Device discovery is no longer a "bean counting" snapshot exercise. BigFix Lifecycle creates dynamic situational awareness about changing conditions in the infrastructure. The ability to run distributed scans on the entire network frequently delivers pervasive visibility and control to help ensure that organizations quickly identify all IP-addressable devices—including network devices and peripherals such as printers, scanners, routers and switches in addition to computer endpoints—with minimal network impact. Device discovery helps maintain visibility into all enterprise endpoints, including laptop and notebook computers that are roaming beyond the enterprise network.

Operating system deployment

Centralized control and automation simplify bare-metal deployment of Windows and Linux images to new workstations, laptops and servers throughout the network, as well as OS migration and refresh for existing endpoints. At the same time, it reduces management costs, minimizes impact on end users, ensures compliance with organizational OS standards and reduces risks associated with noncompliant or insecure

Hardware-independent imaging in conjunction with advanced driver management capabilities takes the guesswork out of OS deployment by injecting appropriate device drivers as needed. BigFix ensures no loss of management, as agent history is maintained across OS migrations and specialized registration mechanisms automatically reassign unique identities to duplicate agents resulting from image clones. After deployment of the new operating system is complete, the solution agent becomes active to install required software, enforce security configuration policies and apply critical patches.

Patch management

Patch management includes comprehensive capabilities for delivering patches for Windows, UNIX, Linux and, macOS and for third-party applications, including Adobe, Mozilla, Apple, and Java, to distributed endpoints—regardless of their location, connection type or status.
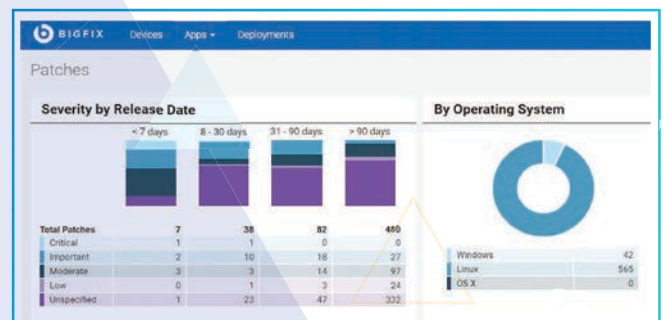
A single management server can support up to 250,000 endpoints, shortening patch times with no loss of endpoint functionality, even over low-bandwidth or globally distributed networks.

Real-time reporting provides information on which patches were deployed, when they were deployed, and who deployed them, as well as automatic confirmation that patches were applied, for a complete closed-loop solution to the patching process. BigFix can significantly reduce patch cycles from days and weeks to hours or minutes while achieving greater than 98% first-pass patch success rates.

Software Distribution

For organizations that face distribution challenges brought on by high-latency and low-bandwidth networks, poor visibility into distributed assets and the need to support roaming endpoints, BigFix Lifecycle provides policy-based installation, closed-loop verification and the ability to manage software distribution across Windows, UNIX, Linux and macOS platforms from a single, unified point of control.

Software Distribution delivers high first-pass success rates with minimal impact on network performance. Existing software repositories are migrated easily through automated content creation capabilities while specialized plug-in tools inspect packages for intelligent targeting and deployment of software. A self-service portal provides administrators the ability to approve applications allowing users to install at their leisure which improves staff productivity and lowers the impact on users.

Remote desktop control

The remote desktop control provides support and control for Windows, Linux and macOS desktops, laptops and servers a location, on or off of the corporate network. The desktop control features enable management and troubleshooting of systems that can streamline IT functions and reduce the workload on an organization's help desk, even across Internet-brokered connections.

Remote diagnostics capabilities, a chat function and file transfer capability provide powerful tools to administrators and help desk staff resolving server and workstations issues.

Power management

Power management helps organizations achieve cost savings by reducing electricity usage while avoiding disruptions in systems management. The capability enables IT organizations to apply conservation policies across the organization while providing the granularity to apply power management policies to a single computer or group of computers. This feature supports organizational green initiatives with a comprehensive yet simplified capability to manage power options with minimal impact on already-stretched budgets and staff.
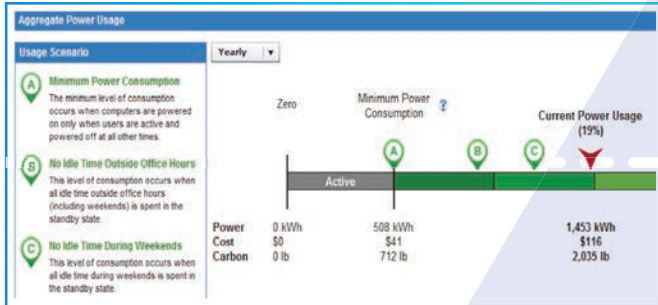
With real-time tracking, system administrators know exactly how much time an endpoint spends in idle, active, standby and off states, resulting in an accurate view of current power usage and cost. Green impact reports can help promote conservation initiatives, and the graphical reporting data on aggregate power usage. Data can be exported to Microsoft Excel for further analysis.

The ability to wake systems (Wake-On-LAN) is a critical capability provided by power management in BigFix Lifecycle. The ability to 'wake' systems up and perform a management action dramatically improves first pass success rate and at the same time reduces user impact since actions can be performed 'off-hours'. It improves security posture since non active machines are no longer vulnerable to hackers.

Server automation

Server automation helps manage physical, virtual and remote servers while lowering operational costs with real-time, policy-based management. Seamless physical and virtual server management from the same, single interface greatly improves

visibility and control of all assets. BigFix Lifecycle enables users to easily deploy and manage servers across heterogeneous platforms using either prebuilt or custom automation. The automated task sequencing capability can be used for critical tasks like server builds (for example, deploying operating systems, configuring settings, deploying software, changing the host name and restarting computer) or it can be used for other common system administrator tasks that need to be carefully sequenced like automated patching for clustered servers.

Endpoint inspection

BigFix query provides a real-time status of all your endpoints, enabling accurate identification and inspection of vulnerable devices through a user-friendly web interface. You can interrogate endpoints and get precise answers back in seconds, indicating which policies are enforced and which applications and services are installed.

Analytics and reporting

Organizations need to quickly report their organization's threat posture to executives and perform advanced analysis to drive next steps. BigFix Insights provides a powerful endpoint and 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 is included with BigFix Lifecycle.

Vulnerability remediation

Currently it can take days or weeks for IT Operations to remediate vulnerabilities after a vulnerability scan, exposing organizations to potential attacks. BigFix Insights for Vulnerability Remediation automates the typically manual correlation of vulnerability data from Tenable or Qualys with remediation Fixlets available within BigFix. Using BigFix Insights for Vulnerability Remediation, organizations can speed remediation of endpoint vulnerabilities across the enterprise by compressing the time from vulnerability assessment to remediation; dramatically reduce errors from spreadsheet-based, manual processes; and improve an enterprise's security posture by reducing the attack surface across the fleet of endpoints. BigFix Insights for Vulnerability Remediation is included with BigFix Lifecycle.

BigFix Unifed Endpoint Management
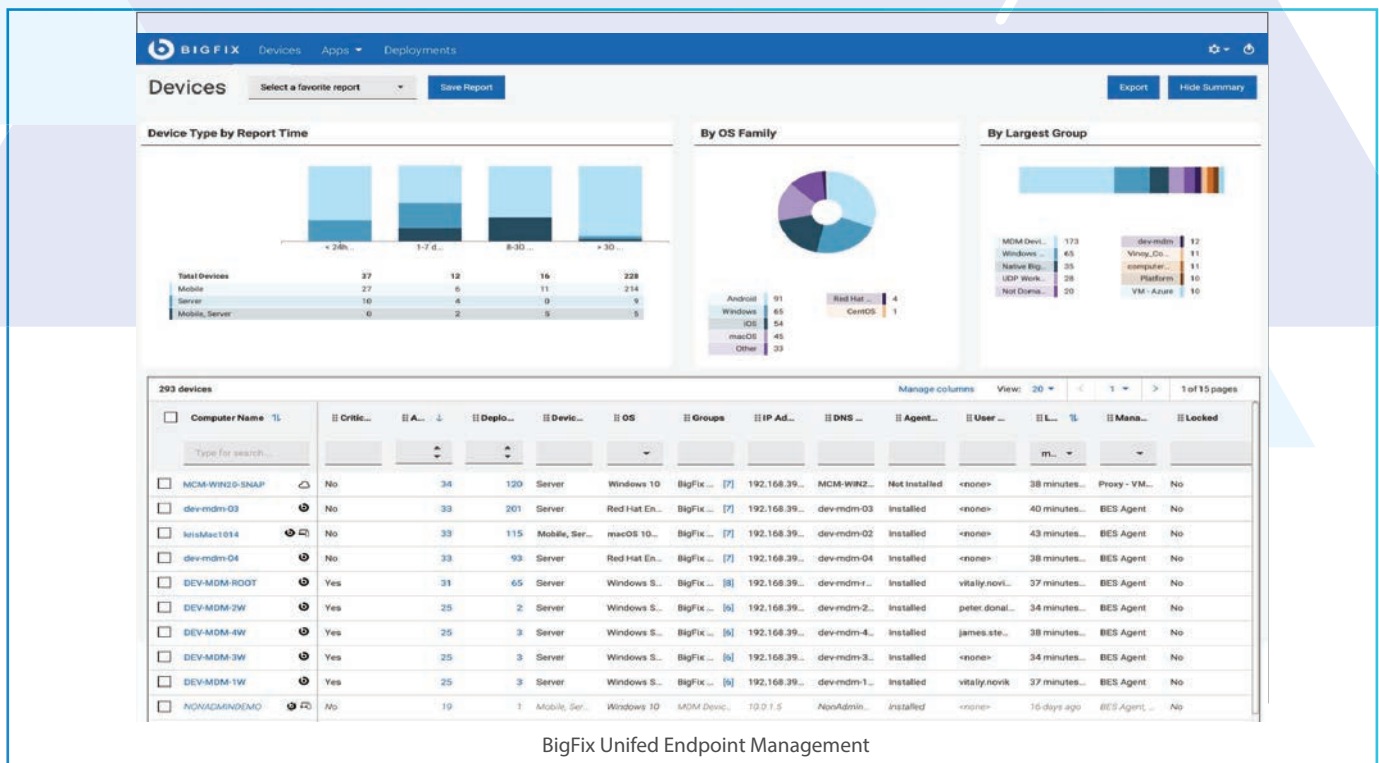
Prerequisites

The prerequisites for BigFix Lifecycle are available online at help.hcltechsw.com/bigfix/landing/index.html.

Why BigFix?

The HCL BigFix endpoint management platform helps IT Operations with Continuous Compliance and Intelligent Automation to manage over 100 operating system versions, enabling streamlined management processes, tool consolidation and operational cost reduction.

Unlike complex tools that cover a limited portion of endpoints, the unified architecture of BigFix can effectively manage and ensure compliance of all servers, desktops, and mobile devices whether they are in the office, at home or in the cloud. BigFix can find and fix endpoints faster than any other solution – delivering greater than 98% first-pass patch success rates.

BigFix integrates with leading vulnerability management solutions like Tenable and Qualys to dramatically reduce the time required to remediate vulnerabilities. It also extends its well-established endpoint management capabilities to AWS, Azure, and Google clouds, enabling organizations to use a single solution to manage multiple clouds and on-prem in a consistent manner.

The unique approach of BigFix, coupled with thousands of out-of-the-box security checks, will enhance your security posture and automate the fight against ransomware and other cyberattacks.

The BigFix Family

BigFix is the only endpoint management platform that enables IT operations and security teams to fully automate the discovery, management and remediation of vulnerabilities and assets – for every endpoint, whether its on-prem, virtual, cloud or mobile– regardless of operating system, location or connectivity.

BigFix empowers businesses and organizations to find more, fix more and do more, faster.

The BigFix family includes:

*   **BigFix Lifecycle** to automate endpoint lifecycle management by enabling software and operating system deployment, continuous compliance, self-service software catalog, power management, server automation, and vulnerability remediation

*   **BigFix Compliance** to continuously monitor and enforce endpoint security configurations and ensure compliance with regulatory or organizational security policies using thousands of out-of-the-box compliance checklists.

*   **BigFix Inventory** to discover and manage over 100,000 software titles, reduce software license costs and mitigate security risks of unauthorized software.

*   **BigFix Insights** unifies and analyzes data from BigFix and third-party solution providers with deep analytics, new business processes, and powerful reporting.

*   **BigFix Mobile** extends modern endpoint management capabilities to iOS and Android devices.

Visit www.hcltechsw.com/bigfix/offerings/products for more information.
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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, a division of HCL Technologies (HCL) develops, markets, sells, and supports over 30 product families in the areas of Customer Experience, Digital Solutions, DevSecOps, and Security and Automation. HCL Software is the cloud native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including over half of the Fortune 1000 and Global 2000 companies. HCL Software's mission is to drive ultimate customer success with its IT investments through relentless product innovation.

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