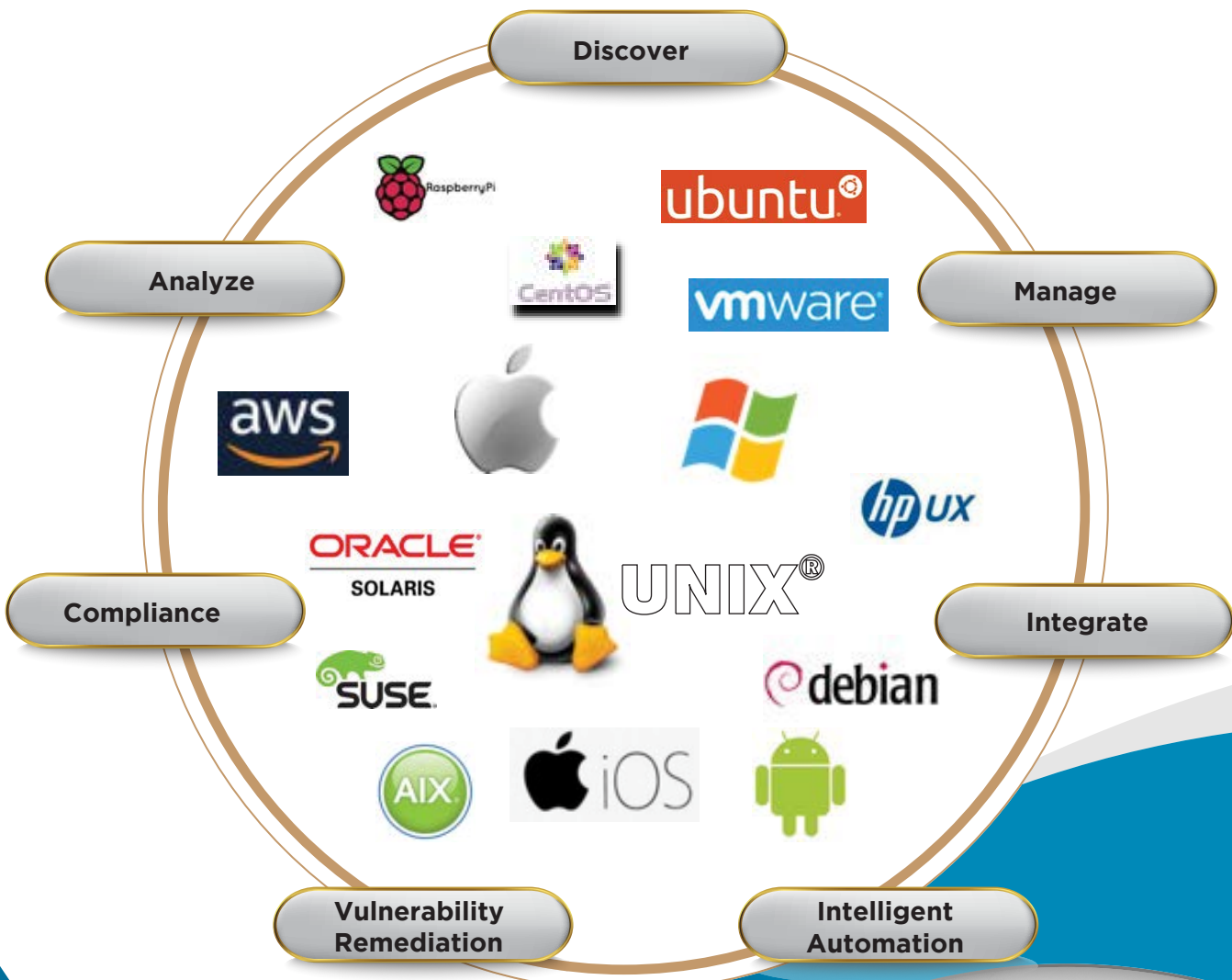


BigFix Endpoint Management Product Overview

Manage EVERY endpoint.

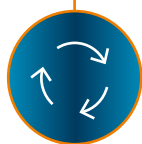


Overview

IT security and operations teams are faced with the monumental task of staying one step ahead of the ever-evolving threat landscape. When a threat becomes evident, teams must prioritize and roll out preventative and remediation tasks at scale across a diverse endpoint estate while quickly reporting their threat posture to executives. Admins must be able to see AND control all endpoints, whether they are located on-premises or in the cloud, regardless of location, connection, type or status.

With HCL BigFix, IT security and operations can collaborate more effectively to reduce security risks, cut operational costs, compress endpoint management cycles, enforce continuous compliance, and improve staff productivity. BigFix provides organizations with a single solution to manage EVERY endpoint.

BigFix offerings and capabilities



BigFix Lifecycle - Enables IT operations to quickly discover, secure, and manage hundreds of thousands of endpoints using a single management platform supporting over 100 operating systems. It simplifies endpoint management by automating patch processes to achieve greater than 98% first-pass patch success rates across Windows, UNIX, Linux, and macOS regardless of type, location, or connection. BigFix Lifecycle can manage Windows 10 and macOS endpoints using a traditional BigFix agent, MDM APIs, or both. It enables continuous patch compliance and speedy vulnerability remediation as well as OS provisioning and upgrades, software deployment, server automation, power management, remote desktop control, and advanced analytics.



BigFix Compliance - Enables IT operations to meet demanding compliance requirements by continuously enforcing endpoint configuration compliance using thousands of out-of-the-box security checks aligned with industry-standard security benchmarks published by CIS, DISA STIG, USGCB and PCI-DSS. It simplifies endpoint management by automating patch processes to achieve greater than 98% first-pass patch success rates across Windows, UNIX, Linux, and macOS. BigFix Compliance can manage Windows 10 and macOS endpoints using a traditional BigFix agent, MDM APIs, or both. It also speeds vulnerability remediation and enables advanced analytics.



BigFix Insights - Combines and integrates data from BigFix and third-party solutions to enable new business processes, deep analytics and powerful reporting. BigFix Insights is an advanced analytics platform with a consistent data model delivering powerful integration for deeper data insights across all managed endpoints, whether they are in the office, in the cloud, or at home.



BigFix Insights for Vulnerability Remediation - Dramatically compresses the time from vulnerability detection to remediation via direct API integration with Qualys and Tenable. BigFix Insights for Vulnerability Remediation is included with BigFix Lifecycle and Compliance suites. It reduces errors caused by manual processes, reduces security risk by shrinking the attack surface, and shrinks the gap between discovery and Remediation from days or weeks to hours, dramatically compressing the time from vulnerability detection to remediation via direct integration with leading third-party vulnerability platforms. It reduces errors caused by manual processes, and reduces security risks by shrinking the attack surface.



BigFix Inventory - Discover and manage over 100,000 software titles to reduce software license costs and mitigate security risks of unauthorized software. BigFix Inventory reduces the time required to conduct a comprehensive software asset inventory for license reconciliation or compliance purposes, provides valuable information about what software is deployed on endpoints, and how that software is used. It reduces annual software spend, mitigates license non-compliance fines, and helps identify unsanctioned and possibly vulnerability software.



BigFix Mobile (New!) - Extends endpoint management to iOS and Android devices. It provides zero touch provisioning that speeds and simplifies the deployment of new endpoints to users and enables organizations to have unparalleled visibility and control of mobile devices. BigFix Mobile extends management to enterprise-owned and BYOD mobile devices running iOS, Android and iPadOS by delivering important actions and hundreds of out-of-the-box policies to effectively manage mobile devices.



Multicloud support - Enables organizations to simultaneously discover, see and manage endpoints located in Amazon Web Services, Microsoft Azure, and Google Cloud alongside other endpoints managed by BigFix. Also, when roaming endpoints are not on the corporate network or VPN, the BigFix agent can check in and work as if it was on the corporate WAN provided it can reach a BigFix relay in the DMZ.

Why BigFix?

Organizations continue to struggle to manage all endpoints while minimizing IT costs and security risks. Below are considerations that IT organization should keep in mind when selecting an endpoint management platform. Collectively, they answer the question, *Why choose BigFix?*

Top Value Drivers



- **Tool Consolidation** - Using BigFix's suite of integrated solutions, IT organizations optimize resources and consolidation tools using a single management platform to manage and secure all endpoints. BigFix supports over 100 different operating systems and variants. By consolidating tools, BigFix will slash IT costs, reduce IT complexity, and optimize operations staff.
- **Continuous Compliance** - To meet demanding compliance requirements, BigFix continuously enforces patch and configuration compliance using thousands of out-of-the-box security checks aligned with industry standard security benchmarks published by CIS, DISA STIG, USGCB and PCI-DSS. BigFix enables organizations to define configurations and continuously ensure that they are maintained.
- **Automation** - BigFix is a powerful automation platform. Using BigFix Fixlets™, many routine and daily operations tasks are automated. More than 500,000 out-of-the-box Fixlets are available and the BigFix team is continuously updating the library, with over 130 content updates per month. Additionally, BigFix users, business partners, and developers develop Fixlets. A community library of Fixlets is available on BigFix.me.
- **Process Optimization** - By streamlining and standardizing endpoint management processes, BigFix customers are able to manage their fleet of endpoints with 70-80% less effort. Since BigFix delivers a first pass patch success rate of 97% or more, for example, remediation time is minimal. Imagine being able to apply those saved hours to tasks in the backlog!
- **Complete Visibility and Control** - BigFix is a single endpoint management platform that supports Windows, Linux, UNIX, macOS, iOS, iPadOS and Android and permits all endpoints to be viewed and managed from one user interface. Having complete visibility to the entire fleet of endpoints simplifies endpoint management and reporting.

Out-of-box Content, Integration, and Services



- **Operating System and Third-Party Patches** - BigFix delivers patches for many of the most popular software packages in addition to providing patches for more than 100 operating system versions, across Windows, UNIX, Linux, and macOS. Additionally, BigFix also delivers patches for third-party applications such as browsers, JAVA or Adobe. Using BigFix Fixlets, organizations can deploy patches faster since the BigFix team develops, tests and maintains them on behalf of our valued customers.
- **Automation Fixlets** - In addition to patch content, the BigFix team, BigFix users, business partners and developers create and share automation Fixlets automating many routine tasks and activities. The BigFix Team continuously updates the Fixlet library with over 130 content updates per month. The community Fixlet library is available on bigfix.me.
- **Integrations** - The BigFix team and Partners deliver a variety of integrations and services that improve staff productivity, increasing the return on investment organizations have made in BigFix. Our integration partners include ServiceNow, IBM, Tenable, Qualys and others.
- **Services** - BigFix Professional Services can be engaged to expedite implementation, create custom integrations and Fixlets, and more. Also, several BigFix partners have created managed service offerings allowing organizations using BigFix to optimize how they manage their fleet of endpoints.

Proven Technology



- **Highly scalable architecture** - A single management server can manage up to 250,000 physical and virtual endpoints on private or public networks. BigFix agents may be deployed on servers, desktops, laptops, and specialized devices such as point-of-sale (POS) devices, automatic Teller Machines (ATMs), and self-service kiosks.
- **Agent-based and agentless technology** - BigFix delivers a hybrid agent approach to endpoint management. BigFix offers an intelligent agent for Windows, Windows 10, UNIX, Linux and macOS endpoints. The agent initiates downloads patches, configurations, and other content to the endpoint in real-time; initiates actions and performs continuous self-assessment and policy enforcement. BigFix also provides agentless management for Windows 10, macOS, iOS, and Android endpoints. With both management approaches, IT organizations have the flexibility to choose the right management approach to meet current business needs.
- **Reliability** - Since BigFix agents do not depend upon services such as LDAP, Active Directory or WSUS, BigFix agents are reliable, resilient, and require minimal engineering support. BigFix agents also perform Dynamic Bandwidth Throttling allowing BigFix to reliability manage endpoints at remote locations which often have slower bandwidth connections.

Summary

With a breadth of product offerings and capabilities, HCL BigFix delivers an industry-leading unified endpoint management solution. BigFix allows IT security and operations teams to collaborate more effectively, reduce security risks, cut operational costs, compress endpoint management cycles, continuously enforce compliance, and improve staff productivity. BigFix is the only solution that helps organizations effectively manage EVERY endpoint.

Learn more at www.BigFix.com.

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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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