



The Agentic AI Platform for the Modern Enterprise

HCL BigFix AEX is an enterprise-grade Agentic AI platform that gives organizations a unified foundation to design, deploy, and govern AI agents at scale. With a no-code/low-code Agent Studio, integrated tools and MCP catalog, workflow automation, and real-time performance dashboards, AEX eliminates tool sprawl and puts intelligent automation within reach of every team.

Capabilities

Conversational Virtual Agent

Two-way communication with the chatbot enables it to understand human queries, resolve common IT and employee issues autonomously, and escalate complex cases with full context.

Agent Assist

Leverages AI to improve agent productivity by suggesting next best actions, automating ticket management, and providing real-time knowledge recommendations to streamline IT and employee support.

Self-Heal

Enables autonomous issue resolution by detecting anomalies, diagnosing root causes, and executing self-healing workflows before users experience disruptions.

Voice Agent

Provides hands-free, real-time IT assistance through natural language voice interactions, enabling users to troubleshoot and resolve issues without manual input.

Workflow Orchestrator

No-code orchestration across ITSM, HRMS, ERP, CRM & SecOps Enables end-to-end, cross-functional process automation Enterprise-ready governance, versioning, & compliance guardrails.

AEX Agentic AI Studio

A no-code/low-code design environment to create and deploy custom AI agents across business functions. LLM Models, MCP Support, Tools Catalogue, Custom Tool Creation, AI Workflows, Agentic Workflow Builder, Pre-Built AI Agents, Multi-Agent Orchestration

Key Features

- **Agent Studio** for no-code agent creation like RCA, CloudOps automation, FinOps Intelligence, and more.
- **Bring Your Own Model (BYOM)** capability lets enterprises integrate existing AI models for greater flexibility and control in automation.
- **Flexible Deployment - Cloud and On-Prem** Choose cloud or on-prem deployment to fit your security, data residency, and infrastructure requirements.
- **Multi-modal Support** - Chat, Voice, Web, and Mobile.
- **Drag-and-drop Workflow Builder** with logic, memory, and tool chaining.
- **Human-in-the-Loop** ensures expert oversight for critical actions, allowing review and approval of AI-driven decisions before execution.
- **Prompt Guardrails** maintain control and reliability of AI responses through predefined rules, validations, and contextual checks.
- **Dashboards & Operations Insights** - See real-time agent performance and health with KPIs, live views, and smart alerts.

- **Governed Agent Operations** – Control who builds and runs agents, track every action they take, and manage agent versions – so your AI operations stay secure and auditable.
- **Faster Agent Creation and Richer Interaction** – Launch agents quickly using pre-built templates, enable natural voice interactions, and let agents collaborate with each other to handle complex business workflows.

Benefits

HCL BigFix AEX is an **Agentic AI-powered platform** transforming enterprise support with autonomous AI agents that understand queries, execute tasks, and resolve issues with minimal human input.

Reduced Operational Costs

Increased Productivity

Enhanced User Experience

Integrations

Plug in and go: Leverage 50+ OTB tools with MCP support for end-to-end enterprise automation.

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Real Business Impact

Built for outcomes, not just efficiency – turning automation into real-world impact with happier users and reduced manual effort.

70%

tasks resolved autonomously, zero wait times

60%

faster incident creation

38%

faster employee query resolution

45%

faster routine query resolution

Experience HCL BigFix AEX in Action

Want to know more?

Visit our website or write to us at intelligentoperationsmarketing@hcl-software.com

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