

HCL BigFix

AI-Powered | Secure Resilient Operations

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 5K+ active use cases 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 by up to 85%
HCL BigFix Runbook AI	Uses AI to automatically fix complex IT problems without needing a person to intervene.	Achieve zero-touch automation using a library of over 350 intelligent runbooks.
HCL BigFix Remediate	Automatically finds and fixes security vulnerabilities (patching) across all your systems.	Achieve a >98% first-pass patch success rate.
HCL BigFix Compliance	Continuously checks and enforces your company's security rules on every device.	Enforce compliance with over 50,000 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.	Resolve endpoint problems in minutes, not hours, across 100+ 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 up to 25% 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 by 40% .

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 over 100,000 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 up to 88% .
HCL BigFix SaaS Remediate	A simple cloud tool to quickly fix the most urgent security vulnerabilities across your devices.	Reduce vulnerability remediation cycles from weeks down to hours .

Proven Value for Global Enterprises

<p>98%+</p> <p>first-pass patch success rate</p>	<p>155M+</p> <p>endpoints managed globally</p>	<p>100+</p> <p>operating systems supported</p>	<p>6+</p> <p>tools consolidated into one platform</p>	<p>5 min</p> <p>to complete audits that once took 2 weeks.</p>
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Recognized Excellence

Gartner


Leader


Named a Leader in the 2026 Gartner® Magic Quadrant™ for Endpoint Management Tools

IDC

Leader

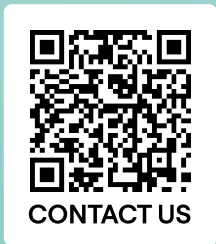
Named a Leader in IDC MarketScape: Worldwide Unified Endpoint Management Software 2025-2026





Customer Voices

<p>ff</p> <p>Senior Information Security Manager, Leading Industrial Manufacturer</p> <p>"HCL BigFix fixed problems I couldn't have solved with a remote workforce."</p>	<p>VP Sales & Services, North American Bank</p> <p>"Our bank cut overall server management costs by 20 % using HCL BigFix Patch-as-a-Service."</p>
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Take the Next Step to Transform Your IT Operations

HCLSoftware

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