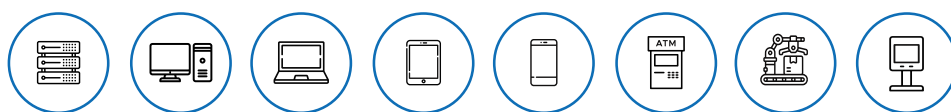HCL**Software**

HCL **BigFix**

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 unify endpoint management, reduce security risks, cut operational costs, compress endpoint management cycles, enforce continuous compliance, and improve productivity. BigFix provides organizations with a powerful solution to manage EVERY endpoint.

BigFix Offerings

BigFix Lifecycle - enables IT operations to quickly discover, secure, and manage hundreds of thousands of endpoints using a single management platform supporting nearly 100 operating systems. It simplifies management by automating patch processes to achieve 98% first-pass patch success rates or greater across Windows, UNIX, Linux, and macOS endpoints 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, and remote desktop control. BigFix Lifecycle includes BigFix Insights and BigFix Insights for Vulnerability Remediation.

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

BigFix Remediate (New!) - extends 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 to quickly remediate vulnerabilities discovered and prioritized by Tenable. or Qualys. BigFix Remediate can be upgraded to BigFix Lifecycle or BigFix Compliance as business requirements evolve.

BigFix Inventory - discovers and manages over 100,000 software titles to reduce software license costs and mitigates security risks of unauthorized software. It 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. BigFix Inventory reduces annual software spend, mitigates license non-compliance fines, and helps identify unsanctioned and possibly vulnerable software.

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

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.

Recognitions

Quadrant Analysis ranks BigFix as top UEM industry leader in the 2022 SPARK MATRIX™.

IDC Names HCL Software a Leader in Unified Endpoint Management for IoT

Reviews

Get advice and recommendations from BigFix users and previous buyers. Gartner Peer Insights™ and PeerSpot have hundreds of reviews about BigFix.

A Comparison of BigFix Offerings

The table below compares the capabilities delivered by the BigFix offerings.

Capability	Patch	Remediate	Lifecycle	Compliance	Inventory	Mobile
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		■	■	■		
Vulnerability remediation (Insights for Vulnerability Remediation)		■	■	■		
Advanced data analytics platform (Insights)		■	■	■		
Endpoint inspection (Query)			■	■		
Zero touch provisioning for Autopilot, Apple DEP and Android			■	■		■
API-based management for iOS, iPadOS, Android, Windows & macOS			■	■		■
Advanced patch management for server clusters			■			
Software distribution			■			
Task sequencing and automation			■			
Self-service app & profile management			■			
OS deployment – bare metal, wipe & load, updates & migration			■			
Remote desktop control			■			
PC/Mac energy management			■			
Continuous compliance with security and regulatory policies				■		
Compliance analytics				■		
Security configuration management				■		
Network self-quarantine				■		
Multi-vendor anti-malware management				■		
PCI-DSS compliance (add on feature)				■		
Hardware inventory including virtualization technologies					■	
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 or lock a lost or stolen laptop or mobile device						■
Create, deploy & manage policies & apps across mobile and laptops						■
Clear/reset passcodes on mobile devices						■
Multiple Android Enterprise Certifications						■

Why BigFix?

Organizations continue to struggle to manage all endpoints while minimizing IT costs and security risks. Below are considerations that IT organizations 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 nearly 100 different operating systems and variants. By consolidating tools, BigFix will slash IT costs, reduce IT complexity, and optimize operations staff.

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 additions of over 130 content updates per month on average. Additionally, BigFix users, business partners, and developers are able to develop their own Fixlets. A community library of Fixlets is available on bigfix.me.

Complete Visibility and Control - BigFix is a single endpoint management platform that supports Windows, Linux, UNIX, macOS, iOS, iPadOS, Android, and cloud-based endpoints. It permits all endpoints to be viewed and managed from one user interface, providing complete visibility to the entire fleet of endpoints to simplify management and reporting.

Ease Transition to Mobile Management - Using BigFix's agent and agentless management techniques for mobile devices, organizations have greater flexibility to support the transition and adoption of mobile device management.

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 98% or more, for example, remediation time is minimal. Imagine being able to apply those saved hours to tasks in the backlog!

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, and PCI-DSS. BigFix enables organizations to define configurations and continuously ensure that they are maintained.

Zero Trust - BigFix provides visibility to all IP-addressable devices in the networks, enabling IT staff to quickly bring new endpoints under management. By closing vulnerabilities quickly and before an attack happens, BigFix can report compliance against Zero Trust requirements.

Enhance Productivity and Time-to-Value

Operating System and Third-Party Patches - BigFix delivers patches for many of the most popular software packages in addition to providing patches for nearly 100 operating system versions across Windows,UNIX, Linux, and macOS; and delivers patches for hundreds of third-party applications such as browsers, JAVA or Adobe. Since the BigFix Team curates and tests content, organizations can speed deployment since the development and testing effort required by other solutions is eliminated.

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.

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 their management of their endpoint fleet.

Integrations - The BigFix team and partners have delivered a variety of integrations and services that eliminates in-house development and test effort, improves staff productivity, increases your return on investment in BigFix. Our integration partners include ServiceNow, IBM, Tenable, Qualys, Nutanix, Forescout, AWS, Azure, Google Cloud and others.

Proven Technology

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. Additionally, BigFix agents perform Dynamic Bandwidth Throttling allowing BigFix to reliably manage endpoints at remote locations which often have slower bandwidth connections.

BigFix Co-management – Delivers flexible ways to manage endpoints: agent and agentless. Use the proven and intelligent BigFix Agent for Windows, Linux, UNIX and macOS endpoint tasks that require complex automation, continuous policy enforcement or bandwidth intensive package deployments. Use the Agentless (MDM API) approach for Windows 10, macOS, iOS, and Android endpoints and fast and simple over-the-air tasks and software deployment. With both management approaches, IT organizations have the flexibility to choose the right management approach to meet every business need.

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 point-of-sale (POS) devices, automatic Teller Machines (ATMs), and self-service kiosks. Below is a conceptual BigFix deployment architecture.

BigFix Architecture
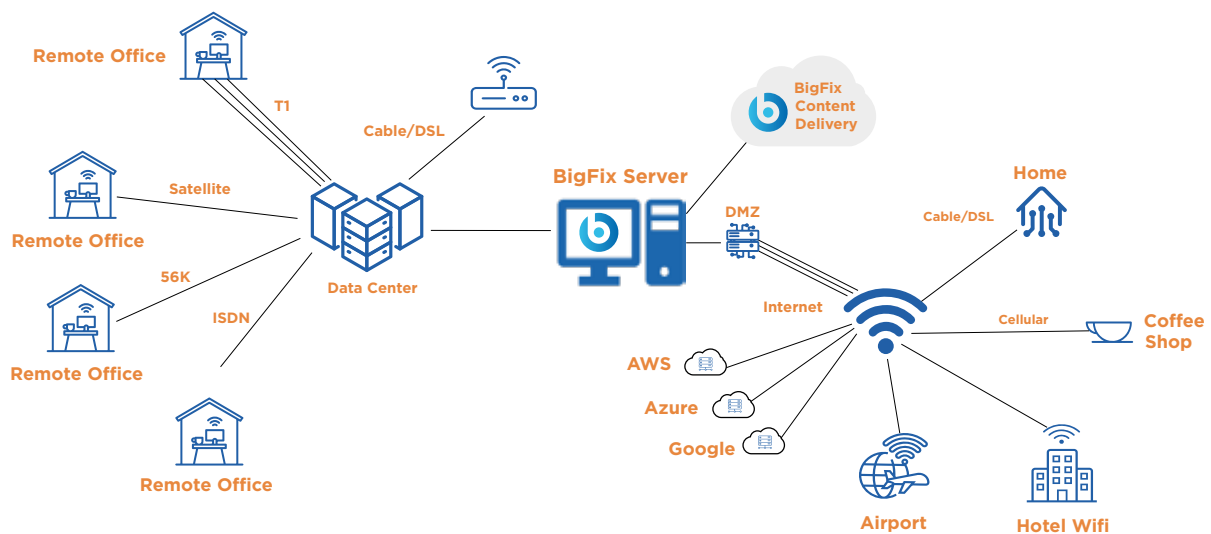
Summary

With its breath 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, reduces security risks, cuts operational costs, compresses endpoint management cycles, continuously enforces compliance, and improves staff productivity. BigFix is the only solution that helps organizations effectively manage EVERY endpoint.

Learn more at **www.BigFix.com**.