

HCLSoftware

HCL BigFix Workspace for Federal

Comprehensive workstation management
with robust security

HCL BigFix

HCL BigFix Workspace is a transformative workspace management solution, providing organizations with a holistic approach to streamlining operations, fortifying cybersecurity and enhancing the digital experience.

This comprehensive offering provides advanced capabilities in endpoint lifecycle management, configuration management, regulatory compliance adherence, cybersecurity analytics, and software inventory insights. HCL BigFix Workspace streamlines IT processes, optimizes software usage, maintains continuous compliance, reduces cyber risk and substantially lowers the cost of endpoint security and management.

HCL BigFix Workspace includes a Self-Service Application (SSA) that aids in diagnosing issues and making repairs to laptop and workstation software. It significantly increases employee productivity and satisfaction while simultaneously reducing IT workload by leveraging the largest repository of IT automations available in the market.

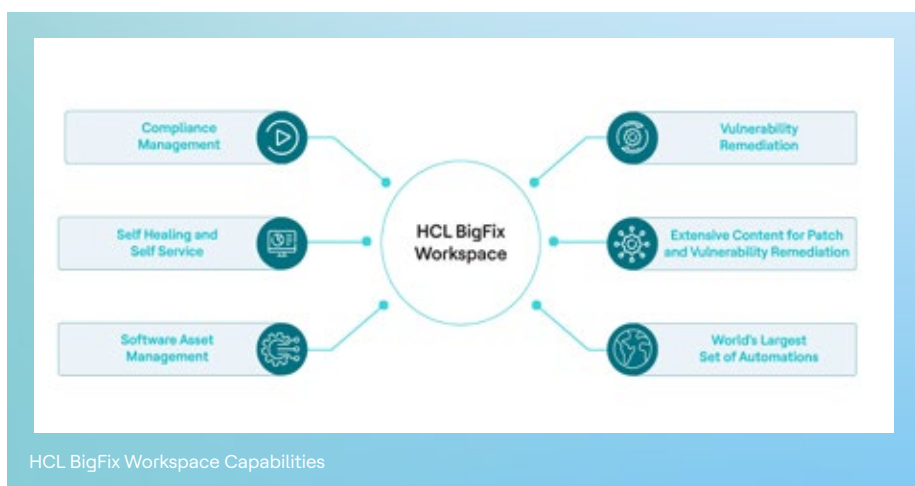
Empowering organizations to enhance end-user experiences, boost productivity, and strategically reduce IT costs, HCL BigFix Workspace reflects our commitment to redefining workspace management with intelligence, efficiency and unwavering security.

At a Glance

HCL BigFix Workspace is a highly-integrated, all-in-one solution for managing user devices using a set of powerful capabilities. It includes:

- Extensive repository of out-of-the-box automations
- Compliance management
- CyberFOCUS Security Analytics for vulnerability management
- Multiplatform patching
- Extensive patch content, including extended support content for Windows and Red Hat Linux
- User workspace provisioning with OS deployment and software distribution
- Software asset management
- Remote desktop control
- Power management
- Fast endpoint query
- Device discovery
- Data analytics and reporting platform

HCL BigFix Workspace delivers a proven, reliable and cost effective solution to manage and secure all your laptops and desktops.



Key Features

Single Console User Management

In today's increasingly mobile and remote workforce, organizations need a way to unify management of users and all their devices whether they are located in the office, at home or in airports.

HCL BigFix is a single, integrated, comprehensive solution that provides the ability to manage heterogeneous user endpoints from a single console as shown on the following page in Figure 2.

Vulnerability Management using CyberFOCUS Security Analytics

HCL BigFix CyberFOCUS Security Analytics helps organizations discover, prioritize, and patch critical vulnerabilities and reduce cybersecurity risk in real time to protect all your user endpoints. It also supports collaboration between IT and security operations staff to improve endpoint security. HCL BigFix CyberFOCUS Security Analytics includes four essential tools:

Advanced Persistent Threat (APT) Simulator uses the latest threat data published through the MITRE ATT&CK® Framework.

CISA Known Exploited Vulnerability (KEV) Exposure Analyzer detects and helps remediate vulnerabilities listed in the CISA KEV Catalog.

Insights for Vulnerability Remediation integrates with industry-leading scanners to quickly correlate available patches with discovered vulnerabilities.

Protection Level Agreement (PLA) collaboration tool creates and manages remediation agreements among stakeholders.

Remediation Content

Out-of-the-box content eliminates the time and effort required by IT to develop and test restorative remediations. Extensive patch content for supported operating systems, third-party applications, middleware databases, PCI DSS compliance, and CISA known exploited vulnerabilities. Content is also provided Windows and RHEL versions that are past their end of support when licensed through an Extended Security Update (ESU) program.

Lifecycle Management

User self service

With the proliferation of devices, applications, and data, today's IT staff are stretched and overworked. They need to reduce help desk incidents while increasing user satisfaction.

The HCL BigFix Self-Service Application (Figure 3) delivers self-help options to users, enabling them to leverage the power of HCL BigFix to install software, fixes, and in place upgrades without the need for IT intervention.

Endpoint provisioning

Speed the deployment of operating systems and OS upgrades while leveraging centralized control and automation. HCL BigFix Workspace supports bare-metal deployment of operating systems to new systems, leveraging advanced driver capabilities that simplifies provisioning. Agent history is maintained across OS migrations and specialized registration mechanisms automatically reassign unique identities to duplicate agents resulting from image clones.

After the operating system is deployed, HCL BigFix Workspace can automatically install software, configuration policies and critical patches. Finally, the Self Service Application enables employees to install optional, approved software at their leisure.

Multiplatform patch

Patch management includes the broadest operating system support for Windows, Linux, macOS and hundreds of third-party applications, databases and middleware. HCL BigFix significantly reduces failed patch remediation time and patch cycles from days and weeks to hours or minutes.

With HCL BigFix, patching is effective even over low-bandwidth and globally distributed networks and to endpoints that are internet-facing. Real-time reporting provides detailed information on which patches were deployed, when they were deployed, who deployed them and confirms that patches were correctly applied.

Compliance Management

HCL BigFix helps organizations achieve and maintain **continuous compliance** with several industry and regulatory standards.

Using out-of-box checklists and thousands of checks, organizations can maintain continuous compliance with CIS, DISA STIG, HIPAA and others. An example is shown on Figure 1 on the following page. Custom checklists can be created to satisfy specific organizational requirements.



Device discovery

HCL BigFix creates dynamic situational awareness about all user endpoints connected to the network. Running scans allows IT staff to quickly identify all IP devices with minimal network impact enabling them to bring new endpoints under management or report rogue devices that may pose a security threat.

The Device Console (Figure 1) depicts a typical heterogeneous endpoint environment. It provides visibility to all managed devices across the enterprise regardless of device type, operating system, location or connection status.

Remote desktop control

With HCL BigFix, IT Operations can manage desktop and laptop computers remotely from anywhere. It enables management and troubleshooting of systems even across internet-brokered connections. Remote diagnostics and file transfer capabilities provide powerful tools to system administrators.

Power management

Power management helps reduce electricity usage and utility costs by automatically powering down desktop and laptops not being used, typically

after normal business hours. The Wake-On-LAN capability of HCL BigFix helps improve patch success rates by waking powered-off endpoints.

Repository of Automations

HCL BigFix can be used to automate many routine actions and tasks but can also automate complex actions like patching middleware clusters. There are over 500,000 automations ranging from typical

operator tasks such as restarting a system and remediation actions to restore a configuration setting that has been inadvertently changed. These automations, called BigFix Fixlets, are automatically delivered to your HCL BigFix infrastructure along with the ability add user-written, custom automations.

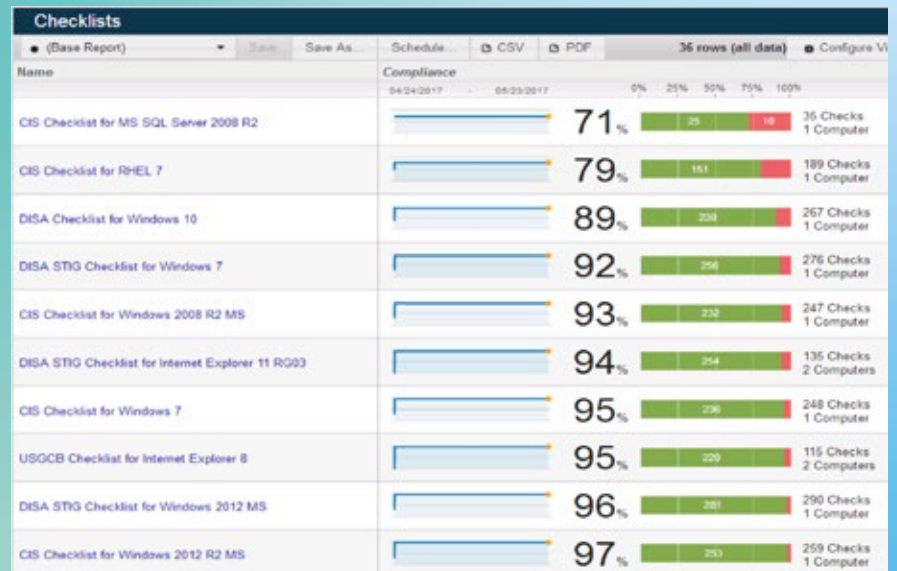


Figure 1 - Example Compliance Dashboard

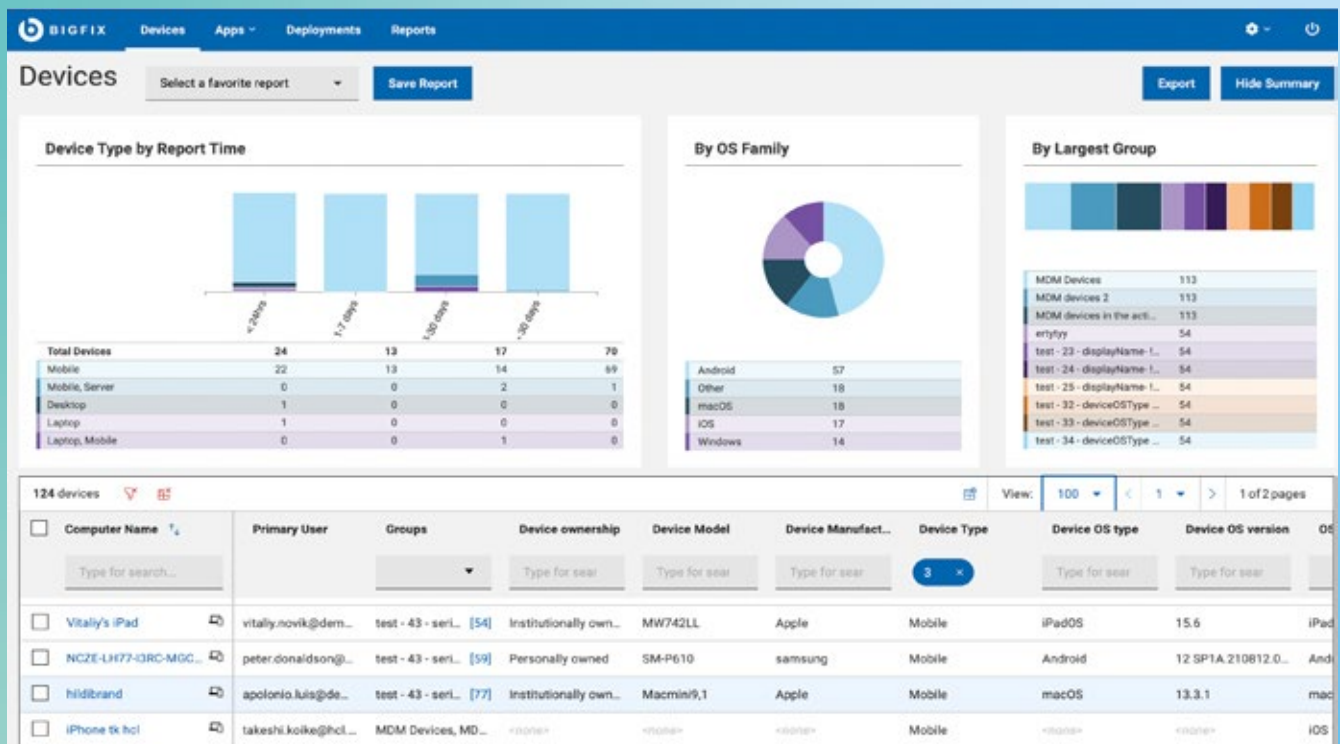


Figure 2 - HCL BigFix Device Console provides visibility to and control of user workspace devices running Windows, UNIX and Linux.

Fast Endpoint Query

HCL BigFix Query enables IT staff to obtain real-time status of all user endpoints, enabling accurate identification and inspection of systems. It can interrogate systems and get precise answers back in seconds, and can identify which policies are enforced and what software and services are installed.

HCL BigFix Query can inspect files, meta data and device settings to identify additional security threats and which endpoints have a specific hardware type, etc. It can also verify remediation of endpoints was successful. It is a powerful tool to bridge the gap between security and IT operations.

Inventory Management

Knowing what hardware and software assets are in your environment is often the first step is managing all user endpoints in the enterprise. HCL BigFix can identify an organization's licensed and unlicensed software with drill-down granularity to track software usage patterns and trends across different endpoint operating systems. It dramatically reduces the time required to conduct a comprehensive software asset inventory for license reconciliation or compliance purposes.

HCL BigFix provides valuable insight into what the organization owns (see Figure 3), what it has installed but doesn't own, and how often it is used. By identifying how software is used, organizations can reduce annual software spend, speed audits, and ensure license compliance.

