

HCLSoftware

HCL BigFix

Service Management

AI-powered service
management



Modern Service Management Challenges



Rising Costs and Underutilized Platforms



Fragmented Service Delivery



Inconsistent User Experiences



Manual Processes



Lack of Real-time Insights

Introducing HCL BigFix Service Management

An AI-powered service management platform that empowers organizations to deliver exceptional service experiences, optimize costs and boost productivity.

- Provides a user-centric approach that enables personalized support, proactive problem-solving, and an intuitive experience for enterprise users, support staff and IT leaders.
- Unlike complex and siloed service management systems, it delivers an intuitive, AI-powered platform that streamlines workflows and reduces manual effort through industry-leading automation.
- Seamlessly integrates with existing tools and services via multi-supplier integrations and supports flexible deployment options tailored to specific organizational needs.
- Harnesses the power of predictive, generative and agentic AI to enhance operational efficiency by automating tasks and optimizing resource allocation.
- Empowers organizations with data-driven insights for real-time decision-making and offers intelligent recommendations to proactively improve service delivery and mitigate potential issues.

Features



Enterprise Service Management:
Unified service delivery across IT, HR, Facilities and more



Unified Self-Service Portal:
A simple interface to request services



AI-Powered Intelligent Operations:
Deliver intelligent automation and advanced insights



AI Virtual Agent:
Automates requests using natural language with a GenAI-powered assistant



No-Code Customization:
Design and build workflows without technical expertise



MSP-Grade Multi-Tenancy:
Securely host multiple business units with data segregation



Multi-Supplier Governance (SIAM):
Manage cross-vendor services with unified oversight



Robust Reconciliation Engine:
Maintain data consistency and audit trails across systems



Flexible Deployment Options:
Deploy on-premise or via SaaS, with choice of cloud and region



One-Click Upgrades:
Seamless updates with minimal disruption



Out-of-the-Box Integrations:
Connect with existing tools with a single click



Process Maturity:
Launch with pre-configured, enterprise-grade best practices

Business Impact

75%

faster onboarding

60%

quicker
implementation

40%

reduction in MTTR

95%

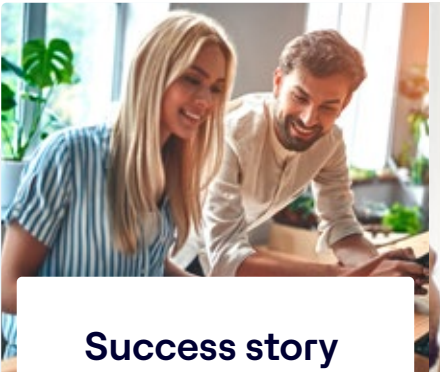
reduction in upgrade
timeframe

88%

reduction in time to
publish a new service

50%

improvement in user
efficiency



Success story

Leading Italian
MSP drives growth
and operational
efficiency by
replacing tier 1 ITSM



Results

Enabled seamless
scalability without
increasing costs



Benefits

70% cost savings
through no-code
configuration

75% faster customer
onboarding

New services
published in **hours**
instead of days

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Fueling the Digital+ Economy



Scan the QR code to learn more about
HCL BigFix Service Management

About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ economy by developing, marketing, selling and supporting solutions in four key areas: digital transformation; data and analytics; AI and intelligent automation and enterprise security. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.

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