Manage EVERY Endpoint With HCL BigFix

A Single Solution and Methodology for Every Device - Now Including Mobile

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HCL Software Overview

$1B enterprise software business with presence in 50 countries

50+ products with 15,000+ enterprise customers

4700+ employees in Americas, Europe, India, South-east Asia, Japan, Australia and a specialized R&D center in Israel focused on security products

India’s largest; Asia’s fastest growing independent software vendor.

Journey so far...

2016 – 2018

HCL P&P launched with 15-year partnership between IBM & HCL.
Over the next 2.5 years, HCL signed 17 deals to manage 50+ Products.
Software labs were established in 4 continents at 16 different locations.

2019 – 2020

HCL closed acquisition of 8 enterprise products in Jul’2019.
HCL Software formed to manage HCL’s Enterprise Software business.
Delivered major releases for all acquired products within 12 months of acquisition.
Exclusive agreement with Temenos to market Quantum MX dev platform – “Phoenix” (July-20).

2021

HCL continues churning out product modernization and innovation with predictable, quality releases.
Complementary HCL Technologies products – Actian Vector, DRYICE™ MyCloud and Exacto™ Invoice added to HCL Software portfolio.
Manage EVERY Endpoint

A few simple questions to clarify:

• What is an endpoint?
• Where is an endpoint?
• What is Endpoint Management?
• Why is Endpoint Management necessary?
Endpoints Defined

- ATMS
- Cloud Devices
- Desktops
- IOT
- Laptops
- Phones
- POS Systems
- Rugged Devices
- Servers
- Tablets
- Workstations
Where is an endpoint?

Common Answers from 2010:
- Data Center
- Head Quarters
- Remote Office
- Customer

Common Answers from 2021:
- Airport
- AWS
- AZURE
- Coffee Shop
- Cybersecurity Leadership Summit
- Football Match
- Google Cloud
- Home
- Hotel
- Mall
- Space
- Anywhere... literally Anywhere
What is Endpoint Management? Endpoint Management is the practice of managing an organization’s endpoint devices.

Why do Endpoint Management? Create a safe environment that is secure, stable and meets the businesses needs while balancing end user experience.

Why is Endpoint Management necessary?

Nearly $\frac{1}{3}$ of all detected vulnerabilities remain open after a year.

Regulatory fines can cost billions for large global brands.

By 2022, there will be... 20.8 billion “things” to secure.
Maintaining ALL Endpoints Remains Complex

Common Management Needs:
- Windows 7, 2008, 10, 11
- Mac OSX
- IBM AIX
- HP-UX
- Solaris
- RHEL
- SUSE
- CentOS
- Ubuntu
- VMWare ESX Server
- Debian
- 3rd Party Applications

Vulnerable, Un-patched, Susceptible to Configuration Drift

Challenges: Visibility
- Remote Users not on VPN
- Sometimes Connected Users
- Remote locations with spotty connectivity
- Rogue/Unmanaged machines
- Multiple OS-Specific Tools
- Multiple tool dependencies
- Unreliable technology dependencies

Challenges: Operational Complexity
- Multiple OS-Specific Tools
- Multiple teams based on Platform, Application or OS
- Multiple versions of the truth
- Remote locations with varying degrees of bandwidth
- Management systems can’t ‘see’ disconnected, internet-facing computers
- Manual curation and package development

Challenges: Unmanaged Change
- Configuration Changes and Drift
- Services stop running
- Machine not encrypted
- User installed software
- Rogue Servers and machines
- Malware installed
HCL BigFix Platform

Find More. Fix More, Do More

Real-time visibility, scalability, and ease of use

<table>
<thead>
<tr>
<th>Single server and console</th>
<th>Cloud-based content delivery</th>
<th>Flexible policy language (Fixlets)</th>
<th>Single intelligent agent</th>
<th>Lightweight infrastructure</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Highly secure and scalable&lt;br&gt;• Aggregates data, analyzes and reports&lt;br&gt;• Pushes out pre-defined / custom policies</td>
<td>• Highly extensible&lt;br&gt;• Automatic, on-demand functionality&lt;br&gt;• 500K+ Published Fixlets.&lt;br&gt;• New content added daily + community. (BigFix.me)</td>
<td>• Thousands of out-of-the-box policies&lt;br&gt;• Best practices for operations and security&lt;br&gt;• Simple custom policy authoring&lt;br&gt;• Highly extensible/applicable across all platforms</td>
<td>• Performs multiple functions&lt;br&gt;• Continuous self-assessment and policy enforcement&lt;br&gt;• Minimal system impact (&lt; 2% CPU)</td>
<td>• Use existing systems as relays&lt;br&gt;• Built-in redundancy&lt;br&gt;• Support / secure roaming endpoints&lt;br&gt;• Single Port (52311)</td>
</tr>
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BigFix Enterprise Management Platform

BigFix Coverage Includes:

- Windows
- Mac OSX
- IBM AIX
- HP-UX
- Solaris
- RHEL
- SUSE
- VMware ESX Server
- CentOS
- Debian
- Ubuntu
- 3rd Party Applications
- iOS/IPadOS
- Android
- Remote Users
- Disconnected Users
- Multi-Cloud
- Multiple Business Functions

Strategic Integrations

BigFix Provides Visibility, Simplicity and Assurance

Enterprise Reporting : Visibility
• Built in Platform Reports
• Extend to Tableau or PowerBI
• Contextual reports, trending, time based
• Correlates data from Disparate Data Sources

Multiple Business Uses : Simplicity
• Endpoint LifeCycle Management
• Configuration Enforcement
• Software Asset Management
• Work From Home Coverage
• Compliance and Risk Reporting
• CMDB Asset Discovery/Update

Business Continuity : Assurance
• Updates for of network machines
• Eliminate configuration drift
• Enforce patch, software version baselines
• Demonstrate Compliance with internal standards as well as Regulatory Standards (NIST/CIS/PCI etc...)

Open Architecture
• Rest API
• ServiceNow
• Qualys
• Tenable
• Carbon Black
• Ansible

Curated, prebuilt, QA’d and tested Content
**Lifecycle**
- Endpoint inspection and real-time query
- Patches multiple OS's and 3rd Party Apps delivered via BigFix
- Content Delivery
- Maintains continuous compliance using prebuilt and custom checklists
- Deploy software (packaged, custom)
- OS migration and provisioning
  - bare metal, upgrades
- Power management
- Task automation
- Remote desktop control

**Compliance**
- Continuous security configuration assessment and remediation
- 20,000+ checks out of the box based on CIS, DISA STIG and PCI DSS
- Comprehensive analytics for security configuration, patch and vulnerability
- Endpoint Protection Tool Management
- Vulnerability Assessment for Windows
- Quarantine of noncompliant systems
- Asset discovery
- Patches multiple OS’s and 3rd Party
- Endpoint inspection with Query

**Inventory**
- Discovers thousands of asset types
- Provides near real-time hardware and software information
- Reduces software spend
- Eliminates over deployment of licenses
- Mitigate security risks of unused and out of date software

**Mobile**
- Modern API based management for iOS, IPadOS, Android
- Enroll corporate or BYOD devices
- Configure and manage devices no matter where they are
- Set passcode policies, restrictions policies, OS update policies, etc.
- Remotely wipe, or lock a lost or stolen device
- Easily decommission corporate applications and data
BigFix Multicloud Management

Extending BigFix’s capabilities to multicloud environments providing a single solution to manage and secure endpoints across a hybrid workload environment

• **Consistency across clouds** - One solution and one skillset to manage and secure cloud workloads across AWS, Azure, GCP, and VMware

• **Continuous visibility and compliance** - It continuously discovers all cloud instances, software, applies patches, and monitors security configurations

• **Managing hybrid environments** - One infrastructure used to manage both cloud workloads and on-premise endpoints
BigFix Mobile 2.0

Extend the power of BigFix to manage EVERY endpoint in your enterprise.

- Command Center
- Enroll
- Deploy
- Manage
- Secure
- Protect Data

Modern Client Management

- Non-Reporting Devices: 16
- Offline Devices: 13
- Offline Agents: 27
- Other: 16
- Total: 77

Device Types Managed by DCM:
- Windows 10: 25
- Windows 11: 15
- macOS: 10
- Android: 10
- iOS: 5
- iPadOS: 5

Email address:

Password:

Renewal capability enabled:

Don't show password:

Enroll using high-secure communication:

Deploy

Manage

Secure

Protect Data
BigFix Windows 11 Support

On Day 1 With BigFix:

- **ASSESS** Windows 11 Readiness
- **UPGRADE** to Windows 11 with a seamless user experience
- **PATCH** content for Windows 11
- **3rd Party PATCH** Content
- **ENSURE COMPLIANCE**
- **AUTOMATE** Complex tasks
- **INVENTORY**
- **CUSTOM FIXES**
- **FAST QUERY**
- **CO-MANAGE**: Agentless API’s + Agent for deep inspection
One of the world’s largest IT organizations, HCL Global Information Technology (GIT) implemented BigFix:

- 97,000 servers and workstations globally
- Silos of management
- Longer than desired Patch Cycles
- Multiple tools - Lack of visibility
- Roaming endpoints

BigFix drove consolidation eliminating:

- MS SCCM
- Secunia
- Admin Studio
- Redhat Satellite
- Symantec
- JAMF

The outcome?

Reduced software spend, IT complexity, simplified staff schedules, training requirements and shortened our patch cycle while streamlining endpoint management operations.
Complex environments... Simplified

- Single pane of glass
- Single Server: 300K endpoints
- Continuous Patch
  - 98%+ first patch rate is common
- Secure Internet-based remote control
- Continuous Configuration Enforcement
- Connectivity Independence
  - VPN or Internet
  - Offline enforcement
Thank you!

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BigFix Technology Alliances

HCL BigFix Integrations for Cloud Services