

**HCLSoftware**

# **HCL BigFix AEX**

AI-driven Employee eXperience  
accelerating productivity  
and innovation

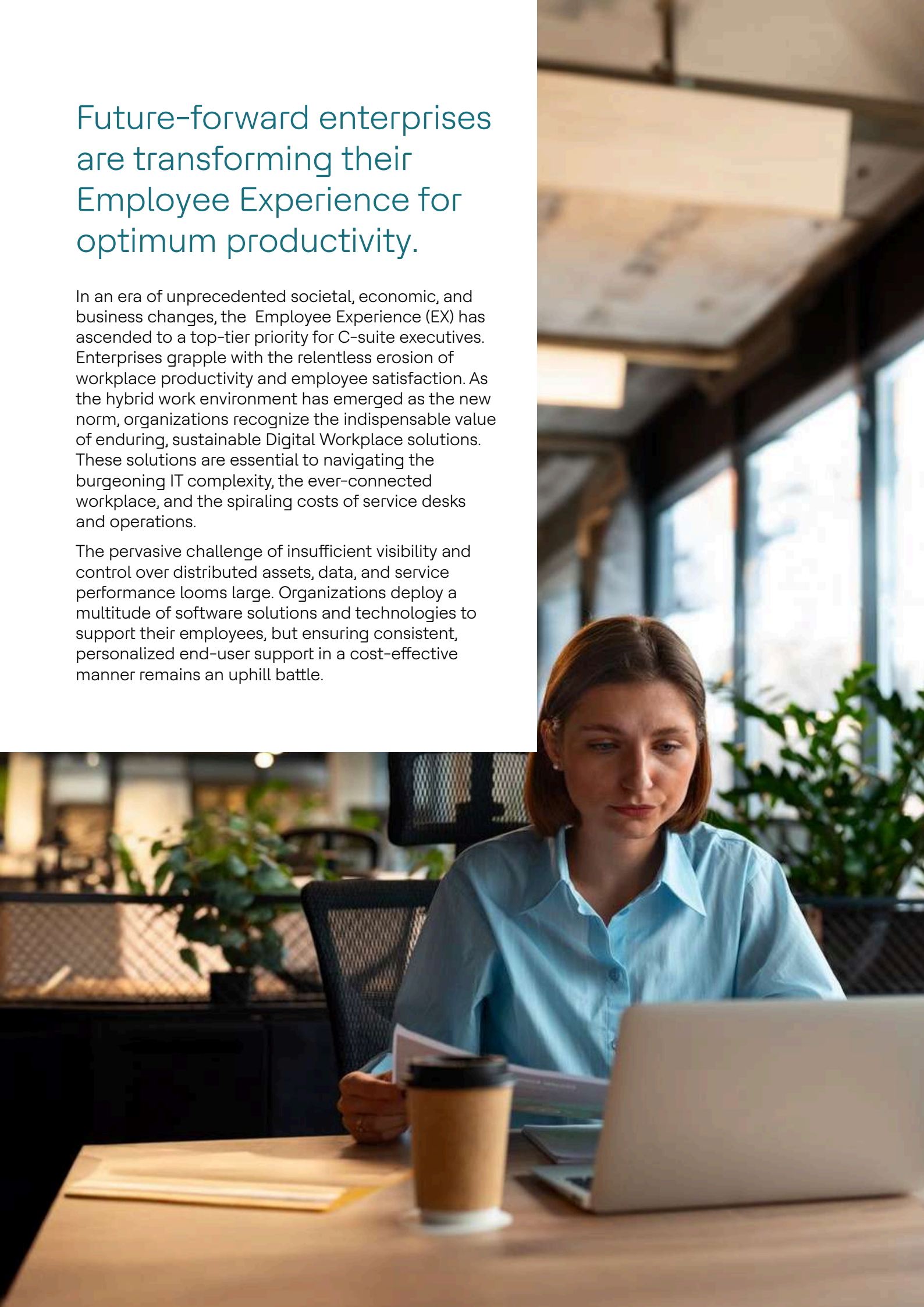


**HCL BigFix**

# Future-forward enterprises are transforming their Employee Experience for optimum productivity.

In an era of unprecedented societal, economic, and business changes, the Employee Experience (EX) has ascended to a top-tier priority for C-suite executives. Enterprises grapple with the relentless erosion of workplace productivity and employee satisfaction. As the hybrid work environment has emerged as the new norm, organizations recognize the indispensable value of enduring, sustainable Digital Workplace solutions. These solutions are essential to navigating the burgeoning IT complexity, the ever-connected workplace, and the spiraling costs of service desks and operations.

The pervasive challenge of insufficient visibility and control over distributed assets, data, and service performance looms large. Organizations deploy a multitude of software solutions and technologies to support their employees, but ensuring consistent, personalized end-user support in a cost-effective manner remains an uphill battle.



# Enter HCL BigFix AEX

Discover your key to a revolutionized Employee Experience powered by AI. This innovative platform significantly reduces service desk calls and costs while elevating employee satisfaction and productivity. HCL BigFix AEX empowers service desk agents with seamless connectivity and harnesses the prowess of GenAI assistance to provide unparalleled support for critical IT issues.

At its core, HCL BigFix AEX is a part of the Autonomous Endpoint Management pillar under the HCLSoftware Intelligent Operations ecosystem. It is a Generative AI-driven agent assist solution that offers intelligent self-service support, comprehends employee requests, and perpetually refines its responses for enhanced employee experience. It is designed to revolutionize enterprise service operations. BigFix AEX's intelligence approach empowers organizations to deliver exceptional support experiences, streamline operations, and increase overall productivity.

This platform empowers employees to independently resolve common IT issues by seamlessly integrating with knowledge sources, such as ServiceDesk, and facilitates round-the-clock connectivity with service desk agents for critical matters. The result? A substantial reduction in service desk call volumes and continuous support that propels your organization into the future of Employee Experience.

## HCL BigFix AEX is here to help:

High wait time and low first-call resolution due to limited availability of support resources

Mitigating the ever-increasing operational expenses associated with IT support and service management

Personalized support by tailoring assistance to individual employee needs for a more engaging user experience

Gaining insights into distributed assets, data, and service performance to maintain oversight and manage resources effectively

Poor user experience due to language inconsistency in global corporate context

Inconsistent response due to support executive's varying interpretation of identical end-user queries

Complex, information-heavy system for essential knowledge consumes valuable resources

Inefficient ticket routing and improper work-note creation results in decreasing productivity of agents

# Key features that power your Employee Experience (EX)



## Gen AI Capabilities

- Zero-shot learning with articles
- Analytics and visualization
- Seamless language translation
- Summarization
- Code generation
- Troubleshooting and debugging
- Knowledge article creation
- Intelligent ticket routing



## Sentiment Detection

Sentiment analysis provides BigFix AEX the capability to extract user sentiment (anger, sadness, happiness, etc.) and intent categories (software issue, hardware issue, installation, etc.) from user utterances, which can be used to design more intuitive conversations.



## Self-Heal Module

Enabling unassisted automation and auto-healing via self-heal.

- Employee enablement and workplace optimization
- Interactive UI with self service for employees to troubleshoot routine IT issues
- Reduced IT support costs
- Proactively fixes system issues via self-heal mechanism



## Agent Assist Module

Agent Assist provides the option to connect users with agents via chat or call, where users can elaborate their system issues.

- Agents can train the CVA for future user queries.
- Portal used by agents, who provide support to end users regarding their inquiries.
- Portal used by admins for overseeing agents and managing backend administration.



## Security

- Security features of Generative AI
- Security features of the self-heal solution
- Security features of agent assist
- AppScan-verified, SAST & DAST, Threat Modelling, and Code Security, SIEM Solution, Customer IAM, SAML 2.0, Custom RBAC, AES 256, HTTPS, DDoS Protection using Cloudflare, end-to-end encrypted gateway, Secure encrypted tunnel



## Quick ITSM Deploy

It is used to synchronize the service catalog across ITSM (SNOW, Cherwell) and AEX and to create the immediate use cases in AEX's NLP engine, Watson through the existing service catalogue pushed through a CSV format.

# Key modules that make HCL BigFix AEX stand out



## Generative AI

Helps create customized use cases (chains) within seconds with auto response generation in multiple languages.

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## Self-Heal

Allows automated end-point remediation to resolve system and application issues through unassisted automation and self-heal mechanism.

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## Agent Assist

Allows agents to solve issues much faster with the help of GenAI-enabled KA creation and intelligent ticket routing, and further train the system for future similar use cases.

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## NLP Engine

NLP engine empowers HCL BigFix AEX to comprehend all conversations happening in natural language.

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## Integration Module

This section enables tenant admins to create rules that can govern integration between HCL BigFix AEX and third-party services and tools.

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## Multilingual Chat Configuration

This section provides the ability to configure HCL BigFix AEX's default chat functionalities in the selected language, to allow for product internationalization.

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## Channel Configuration

This section provides tenant admins the functionality to integrate and configure channels to their respective endpoints.

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## Cognitive Module

Cognitive console allows admin users to manage, curate and train HCL BigFix AEX and has multiple sub-consoles. These sub-consoles assist in product configuration, management and customization of HCL BigFix AEX.



## Benefits – A quick glance

Enterprises adopting the HCL BigFix AEX intuitive conversational AI platform experience advantages that benefit their operations, employees, as well as the overall business.

### Operational Excellence

Increased efficiency with quick and streamlined support to the user queries.

- Global support anytime and anywhere
- Business process automation
- Increased self-service support
- Improved SLA support
- Enhanced quality with optimized cost

### Business Transformation

Quick resolution and 24\*7 support for a scalable approach considering cost effectiveness.

- Reduced lead time with faster resolution rate
- Increased accuracy
- Integration capability
- Enhanced tech stack value

### Employee Success and Productivity

Delivering end-to-end employee assistance with boosting employee productivity.

- Enhancing user experience
- Increased CSAT
- High first call resolution rate

## Case Study

### Automating service desk operations for a bio-pharma leader to enhance the company's Employee Experience (EX)

A \$4.41 billion American biopharmaceutical leader with 28,000 employees sought BigFix's aid. Their service desk faced 24/7 calls for minor IT issues, slowing productivity. Slow call resolution, the lack of omnichannel support, and high operational costs due to no automation posed challenges, compounded by an aggressive M&A strategy.

Using HCL BigFix AEX, we streamlined their operations and improved the employee experience. An integrated platform lightened the service desk's workload, with AI and automation for swift service. A cognitive visual assistant provided omnichannel support. Automation handled IT issues, offering one-click self-service. Integration with their ITSM tool optimized operations, reducing costs and enhancing their digital landscape.

- **Enhanced** user experience
- **Time-efficient** information retrieval
- **24 x 7** availability
- **Transformation** from a search-based experience to a conversation-driven experience

## About HCLSoftware

HCLSoftware, a division of HCLTech, develops, markets, sells, and supports software for Business Solutions, Intelligent Operations, Total Experience, Data & Analytics and Cybersecurity. HCLSoftware is the cloud-native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including more than half of the Fortune 1000 and Global 2000 companies. HCLSoftware's mission is to drive ultimate customer success through relentless product innovation.

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