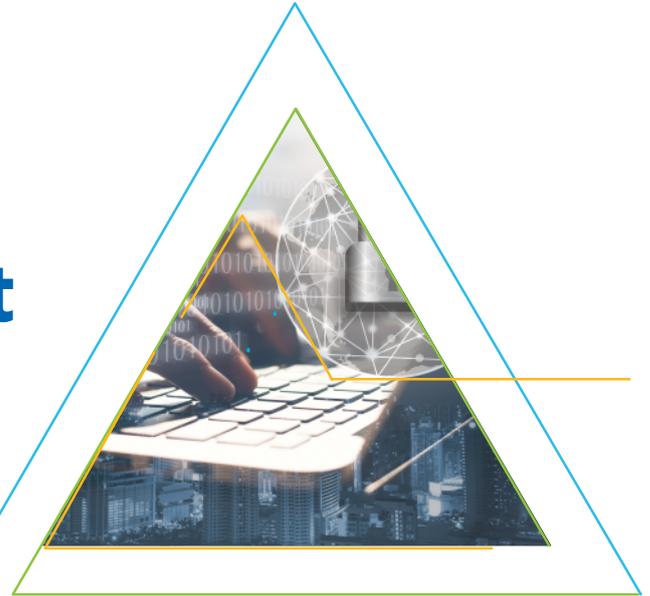


BigFix Modern Client Management

Extending visibility and control to Windows 10 and macOS endpoints



Organizations are deploying Windows 10 and MacOS endpoints across the enterprise. Both operating systems are capable of being managed using either a traditional agent or Mobile Device Management (MDM) APIs. Leveraging both approaches provides the greatest range of management and automation capabilities.

With BigFix 10, organizations can have the visibility and control of Windows 10 and macOS devices, even if they are not running a BigFix agent. BigFix Modern Client Management provides the ability to see these devices together alongside traditional endpoints and perform key mobile device management (MDM) actions such as remote wipe, screen lock and changing device settings.

BigFix enables your organization to benefit from the latest productivity enhancing operating systems while still maintaining your standards for security and manageability. IT and Security teams can continue to use a single tool for enterprise endpoint management, reducing costs and IT complexity.

Highlights

- Complete visibility of endpoint inventory that includes traditional endpoints, endpoint in the cloud, and modern endpoints running Windows 10 and macOS
- Simplified management of device configuration via MDM policies and actions to reduce labor costs and the time it takes to secure devices (e.g. password policies, lock device, wipe device, etc)

Simplified enrollment

User-initiated enrollment eliminates the effort required by IT staff to register endpoints. Organizations can simply send an email to users of modern devices that contains a link and their login credentials. Once the new device has been enrolled, BigFix users can view these devices and gain deeper insights by reporting on a variety of properties such as the mac address, computer name, operating system, etc. The device properties are shown below.

| | |
|------------------------------|--------------------------------------|
| bluetooth mac address | 54-e4-3a-f0-03-ec |
| codename | VMware7,1 |
| computer name | BigFix’s Mac |
| device id | 564D9FA1-885C-AA7E-64C0-CC0EC017CD66 |
| free space of device | 18 |
| model | VMware7,1 |
| name of operating system | Mac OS X |
| primary ethernet mac address | 00:0c:29:b8:f9:49 |
| serial | VMLZoliUvTKJ |
| sip enabled | True |
| system language | en-US |
| total space of device | 40 |

Single view of all endpoints

BigFix 10 Modern Client Management enables IT and Security operators to see all endpoints -- traditional endpoints, endpoints in a cloud, and modern endpoints -- all in one view. BigFix users can easily manage and report across these different types of endpoints through a single source of truth. Gone are the days of multiple reports or spreadsheeting to bring device reports and results into a single executive view.

Now, users can view and reports on endpoint based upon a variety of filters, including device type, operating

system, status, device group, IP address, and management approach (e.g. AWS, Azure, MDM for macOS or MDM for Windows).

Managing and securing modern devices

Visibility of modern devices is important, but being able to manage them keeps the organization secure. BigFix users can perform the following MDM actions:

- erase data (remote wipe)
- restart/shutdown
- add/remove configurations via profiles
- lock the screen
- change device settings

These actions are the initial set of management actions for MDM API managed endpoints delivered by BigFix Modern Client Management.

Single endpoint management solution

With new types of devices continually being introduced into the workplace, endpoint administration, control, and protection is a challenging task for IT and Security Operations. Many endpoint management tools lack the ability to cost effectively see and control heterogenous endpoints.

With BigFix 10, organizations can leverage the depth of agent-based management along with the breadth of MDM API-based management to more easily manage newer enterprise platforms like Windows 10 and macOS in a cost effective way.

The screenshot displays the BigFix 10 Modern Client Management interface. On the left, there is a 'Refine My Results' sidebar with filters for 'Relevant Devices', 'Device Type', 'Operating System', 'Status', 'Device Group', 'Most Recent User', 'IP Address', 'BigFix Agent status', and 'Managed by'. The 'Managed by' section is expanded, showing options for 'Cloud' (AWS, Azure) and 'MDM' (macOS, Windows). Below the sidebar, there are 'Collapse All' and 'Expand All' buttons. The main area shows a list of 81 devices, with a search bar and 'Sort by: Relevant Count' and 'View: 20' options. The device list includes columns for device ID, status, and actions. The first few devices are:

| Device ID | Status | Actions |
|-------------------|----------------|-----------|
| Server1613632543 | 15 minutes ago | 16 ▲ 22 ↗ |
| Server553186453 | 13 minutes ago | 16 ▲ 20 ↗ |
| Server544937150 | 7 days ago | 16 ▲ 5 ↗ |
| Server3685736 | a month ago | 15 ▲ 16 ↗ |
| Server540510155 | 14 minutes ago | 15 ▲ 18 ↗ |
| Server4919297 | a month ago | 15 ▲ 20 ↗ |
| Server1079971522 | 7 days ago | 14 ▲ 6 ↗ |
| Server1626619384 | 3 days ago | 1 ▲ 4 ↗ |
| WINMCMTEST0 | an hour ago | 0 ▲ 5 ↗ |
| DESKTOP-BU180CK | 2 days ago | 0 ▲ 0 ↗ |
| Server1075414581 | 10 minutes ago | 0 ▲ 15 ↗ |
| intrelay | 2 days ago | 0 ▲ 1 ↗ |
| relay | a minute ago | 0 ▲ 12 ↗ |
| Server16496674 | 2 days ago | 0 ▲ 2 ↗ |
| ip-192-168-39-4 | 2 days ago | 0 ▲ 17 ↗ |
| ip-192-168-177-24 | an hour ago | 0 ▲ 0 ↗ |

The BigFix family

You can further consolidate tools, reduce the number of endpoint agents, and lower your management costs by extending your investment in BigFix to include other modules in the BigFix family. Because all functions operate from the same console, management server and endpoint agent, adding more services is a simple matter of a license key change. The BigFix family includes:

- **BigFix Compliance**—For continuous enforcement of endpoint configuration compliance, BigFix Compliance delivers thousands of out-of-the-box security checks aligned with industry-standard security benchmarks published by CIS, DISA STIG, USGCB and PCI-DSS. It provides an automated, simplified, patch process that achieves greater than 98% first-pass patch success rates across Windows, UNIX, Linux, macOS, AWS, Azure, and VMware instances, located on and off the enterprise network. BigFix Compliance also delivers advanced vulnerability posture reporting and remediation prioritization.
- **BigFix Lifecycle**—Enables IT and Security Operations teams can quickly discover, secure, and manage hundreds of thousands of endpoints within hours or minutes. BigFix Lifecycle delivers the core “must have” endpoint management capabilities. Lifecycle provides an automated, simplified, patch process that achieves greater than 98% first-pass patch success rates across Windows, UNIX, Linux, macOS, AWS, Azure, and VMware instances, located on and off the enterprise network. BigFix Lifecycle also included OS provisioning, software deployment, remote control, task sequencing automation, and PC & Mac power management.
- **BigFix Inventory**—Enables users to discover and analyze applications installed on desktops, laptops, and servers. Drill-down information about software publishers, titles, and applications—down to the version level—also includes aggregated statistics and usage information. BigFix Inventory dramatically reduce the time required to conduct a comprehensive software asset inventory for license reconciliation or compliance purposes. It provides valuable insight into what the organization owns—and what it has installed but does not own—along with how often the software is being used.
- **BigFix Insights**—BigFix Insights—New in BigFix 10, BigFix Insights enables teams to quickly report their organization’s threat posture to executives and perform advanced analysis to drive next steps. It provides a powerful endpoint Data Lake and integration platform for deeper data insights

across traditional on-premise, cloud, and MDM API managed endpoints. BigFix Insights leverages Business Intelligence (BI) reporting tools to provide out-of-the-box and customizable reports.

Why BigFix?

BigFix is built on a unique, highly scalable infrastructure that distributes decision making out to the endpoints. This provides extraordinary functional and performance benefits across the entire BigFix family while reducing the cost of endpoint management and infrastructure complexity. BigFix features:

- **A single intelligent agent**—The BigFix Agent performs multiple functions, including continuous self-assessment and policy enforcement, with minimal impact on system performance. The BigFix Agent initiates actions in an intelligent manner, sending messages upstream to the central management server and pulling patches, configurations, or other information, to the endpoint in real-time. The BigFix Agent runs on more than 90 operating systems across Microsoft Windows, Linux, UNIX, and macOS.
- **BigFix Fixlets™**—BigFix Fixlets are small units of automation that allow IT Teams to simplify their daily operations and focus on more complex operations. BigFix provides more than 500,000 Fixlets out of the box. The BigFix team is continuously updating the Fixlet library, with over 130 content updates a month. BigFix users, business partners, and developers can leverage Fixlets to create custom policies and services for endpoints managed by BigFix. A community library of Fixlets is available on BigFix.me.
- **Highly scalable architecture**—A single BigFix Management Server can manage up to 250,000 physical and virtual computers, over private or public networks. Managed endpoints may include servers, desktops, roaming laptops, and specialized devices such as Point-Of-Sale (POS) devices, ATMs, and self-service kiosks.
- **Multicloud support**—Cloud endpoints can be easily discovered and viewed alongside traditional endpoints, in a single user interface, with BigFix 10. Knowing what you have is half the battle, and BigFix 10 allows you to go a step further and deploy the BigFix Agent for complete visibility, control, and security of these endpoints. It allows you to manage endpoints running in multiple cloud environments simultaneously – such as Amazon Web Services (AWS), Microsoft Azure, and VMWare – alongside physical and other on-premise endpoints.



For more information

To learn more about BigFix, contact your HCL Software representative, HCL Business Partner, or visit www.BigFix.com.

About HCL Software

HCL Software is a division of HCL Technologies that develops and delivers a next-generation portfolio of enterprise-grade software-based offerings with flexible consumption models, spanning traditional on-premises software, Software-as-a-Service (SaaS), and bundled managed services. We bring speed, insights and innovations (big and small) to create value for our customers. HCL Software solutions include DevOps, Security, Automation, Application Modernization, Data and Integration Infrastructure, and several Business Applications. HCL embraces the real-world complexity of multi-mode IT that ranges from mainframe to cloud and everything in between while focusing on customer success and building ‘Relationships Beyond the Contract.’