HCL Software

HCL BigFix
Accelerated Value Program

Expert Technical Advisory
Premier Offering

HIGHLIGHTS

• Builds a higher level of expertise for the customer’s security team
• Trusted advisor provides priority support and single point of contact across HCL
• Enhances skills with training and access to technical experts and resources
• Provides proactive support services
• Increases success with product deployments and/or migrations
• Delivers assistance and coaching on diagnostics and troubleshooting techniques

Overview

Your investment in HCL BigFix solutions may need added expertise in determining the correct way to deploy and manage your software in a best practices manner to better the outcome of your investment. You also need to stay apprised of the latest product enhancements, best practices, and most of all, security threats and malware that could affect your IT infrastructure and cause outages.

The HCL Software Accelerated Value Program (AVP) is a technical advisory service that helps you maximize the value of your return on investment in BigFix software by providing ready access to technical resources. This premier offering is a pre-packaged annual contract that provides a corresponding set of service deliverables tailored to your short-term needs and long-term planning. You will be assigned a BigFix Dedicated Engineer (BDE) who will work with your team to develop a comprehensive plan which delivers on your security and endpoint management goals and objectives.
Key Deliverables

- Proactive account management and CASE management plan.
- Technical assistance with product questions, product usage plans and support issues.
- Advisory assistance on migrations, upgrades, and new feature implementations.
- BigFix Best Practices.
- Proactive notification on security threats and HCL product vulnerabilities.
- Coaching on diagnostic and troubleshooting techniques.
- Monthly technical interaction for priority issues.
- Access to restricted events (Product Roadmaps, Product Briefings, Executive Conversations).
- Access to fixes, technical documentation and restricted code.
- Automatic invitation to BETA and Early Adopter (EA) programs.

Benefits

By leveraging the BigFix Accelerated Value Program, you will have ready access to HCL expert resources providing technical assistance and product enablement, improved success with your BigFix deployments and integrations, and better planning of migrations. Additionally, the AVP will increase your level of expertise and proficiency of your in-house staff in diagnosing and resolving technical software issues, help avoid security breaches with advanced warning on threats, minimize security risks and unplanned downtime, speed time-to-value, and maximizing the ROI of your BigFix investment.