HCL SOFTWARE | BIGFIX

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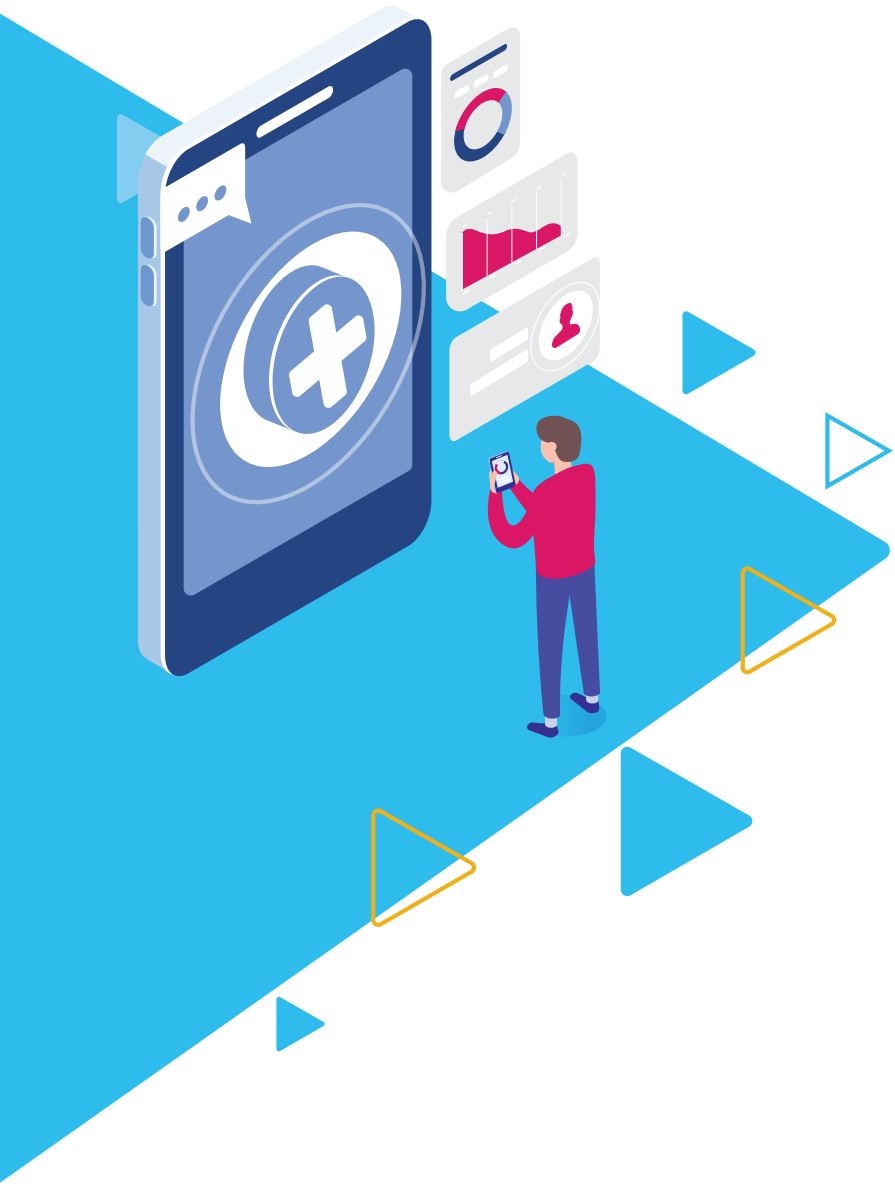

BigFix Patch

Continuous patch compliance, visibility and enforcement

With software—and the threats against that software—constantly evolving, organizations need an effective way to assess, deploy and manage a constant flow of patches for the myriad operating systems and applications in their heterogeneous environments. For system administrators responsible for potentially tens or hundreds of thousands of endpoints running various operating systems and software applications, patch management can easily overwhelm already strained budgets and staff. BigFix Patch balances the need for fast deployment and high availability with an automated, simplified patching process that is administered from a single console. BigFix Patch gives organizations access to comprehensive capabilities for delivering patches for Microsoft Windows, UNIX, Linux and Apple Macintosh operating systems; third-party applications from vendors including Adobe, Mozilla, Apple and Java; and customer-supplied patches to endpoints—regardless of their location, connection type or status.

Endpoints can include servers, laptops, desktops and specialized equipment such as point-of-sale (POS) devices, ATMs and self-service kiosks. In addition, virtual machines can be patched so that virtual and cloud environments have the same level of security as physical systems.

Highlights

- Automatically manage patches for multiple operating systems and applications across hundreds of thousands of endpoints—regardless of location, connection type or status
- Fixlet® messages, delivered regularly by the BigFix development team, wrap the update with policy information (such as patch dependencies, applicable systems and severity level) which is read by an intelligent agent so only the relevant updates for that specific endpoint are downloaded and installed
- Reduce security and compliance risk by slashing remediation cycles from weeks to days or hours
- Gain greater visibility into patch compliance with flexible, real-time monitoring and reporting

Addressing security needs across the organization

One approach to patch management is to create large patch files with a large update "payload" and distribute them to all of the endpoints, regardless of whether they already have all of the patches. BigFix Patch takes a different approach, automatically creating patch policies, called Fixlet® messages, which wrap the update with policy information such as patch dependencies, applicable systems and severity level. An intelligent agent recognizes which patches are required for the machine on which it is installed based on the endpoint's unique hardware, operating system, configuration settings, applications and installed patches. The agent then automatically retrieves and applies only the relevant updates for that specific endpoint.

Accelerate and automate the patch management process

BigFix Patch automates the entire patch management process and enhances security while saving organizations money, time and effort.

Research—BigFix acquires, tests, packages and distributes many patch policies directly for users, removing considerable patch management overhead. This largely automated process provides a consistent, high-quality patch in a timely manner.

Assess—The BigFix intelligent agent continuously monitors and reports the endpoint status, including patch levels, to a management server. This intelligent agent also compares end-point compliance against defined policies, such as mandatory patch levels.

Remediate—An organization can quickly create a report showing which endpoints need updates and then distribute those updates to the endpoints within minutes. IT administrators can safely and rapidly patch Windows, Linux, UNIX and Mac operating systems with no domain-specific knowledge or expertise, and the solution stores audit information that tracks who ordered which updates to be applied to which endpoints.

Confirm—Once a patch is deployed, BigFix automatically reassesses the endpoint status to confirm successful installation and immediately updates the management server in real time. BigFix automatically validates all patches not by looking at exit codes; but by using the same process used to determine patch relevance to accurately reflect patch status. This step is critical in supporting compliance requirements, which require definitive proof of patch installation. With this solution, operators can watch the patch deployment process in real time via a centralized management console to receive installation confirmation within minutes of initiating the patch process. By closing the loop on patch times, organizations can ensure patch compliance in a way that is smarter and faster.

Enforce—The BigFix intelligent agent provides continuous endpoint enforcement and ensures that endpoints remain updated. If a patch is uninstalled for any reason, the agent can be configured to automatically reapply it to the endpoint as needed.

Report—Integrated web reporting capabilities allow end users, administrators, executives, management and others to view dashboards and receive up-to-the-minute reports. Dashboards and reports indicate which patches were deployed, when they were deployed, who deployed them, and to which endpoints. Special "click-through" dashboards show patch management progress in real time.

With BigFix, the remediation cycles are short and fast, which enables an industry-leading, rapid-response capability for addressing malware and security exposures.

Achieve continuous compliance

Many organizations need to establish, document and prove compliance with patch management processes in order to comply with governmental regulations, service level agreements (SLAs) with other organizations and internal constituents, and corporate policies. Regulations such as Sarbanes-Oxley, Payment Card Industry (PCI) Data Security Standard (DSS) and Health Insurance Portability and Accountability Act (HIPAA) require that a regular, fully documented patch management process be in place, and proof of continuous compliance is necessary in order to pass audits. BigFix's ability to enforce policies and quickly report on compliance can help improve an organization's audit readiness.

Simple to use, vast in scope

A single patch management server can support up to 250,000 endpoints, shortening patch times and updates with no loss of endpoint functionality, even over low-bandwidth or globally distributed networks. The solution features patented bandwidth-throttling technology that manages network traffic and minimizes congestion.

Customers using BigFix have achieved 95+ percent first-pass success rates—up from the conventional 60 to 75 percent rate—not only increasing the effectiveness of the patch process but cutting operational costs and reducing staff workloads by as much as 20 to one. BigFix can patch endpoints on or off the network—including devices using Internet connections—with minimal endpoint impact. This means laptops using a public Internet connection at a coffee shop and other "roaming" devices can still receive patches.

BigFix Platform Requirements
Server
• Windows Server 2008/2008R2, 2012/2012R2, 2016 • Microsoft SQL Server 2008-2017 • RedHat Enterprise Server 6, 7 • DB2 10.x
Console
• Windows 7,8.1,10/Server 2008 -2019 • Adobe Flash Player 12+
Agent
• Windows Vista-10 • Windows Server 2008-2019 • Windows 10 IoT • Windows Embedded 7/2009, POSReady 7/2009 • RHEL: 5, 6, 7 • CentOS: 5.3, 6, 7 • Debian:7, 9, 8 • Oracle Enterprise Linux: 6, 6.7, 7, 7.1, 7.2 • Raspbian 9 • SLES: 10, 11, 12 • Ubuntu: 12.04 LTS - 18.04LTS • Solaris: • Mac: OSX 10.8 -macOS 10.14 • AIX 6.1, 7.1, 7.2 • HP-UX 11.11, 11.23, 11.31 • + End-of-life platforms managed by previous versions of the BigFix Agent!
Hypervisor Extenders: • PowerVM • VMWare ESXi 5.5, 6, 6.5

Why BigFix?

The BigFix Family includes:

- **BigFix Lifecycle**—This easy-to-manage, quick-to-deploy solution provides unified, real-time visibility and management of endpoints including asset discovery, patch management, software distribution, operating system deployment, and remote desktop control.
- **BigFix Compliance**— This easy-to-manage, quick-to-deploy solution provides unified, real-time visibility and enforcement to help organizations both protect endpoint assets and assure regulators that systems are meeting security compliance standards.
- **BigFix Inventory**—This software enables users to discover and analyze applications installed on desktops, laptops and servers. Drill-down information about software

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 areas 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.

HCL Corporation Pvt. Ltd.
Corporate Towers,
HCL Technology Hub,
Plot No 3A, Sector 126,
Noida - 201303. UP (India)

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