

**HCLSoftware**

# HCL AI & Intelligent Operations

Constant Kannenberg – Technical Advisor  
AI & IO - Africa



# HCLSoftware in the Africa Trusted. Proven. Growing.

## Entry into Region:


**6+**

Years of Innovation in Africa


Long-standing commitment to digital transformation

## Market Presence:

Strong presence in the region enabling leading organizations with trusted digital solutions.


 **100+ partners**

 **4 Offices**

 **650+ Customers**

## Strategic Importance:

We work with 82% of Africa countries. 48 Countries

 We are strategic partners and drivers of change



## Sector Leadership:

We emerge from the shadows

**Banking**  **2,400+ clients**

We partner with 60% of the top 20 largest banks across Africa



**Government**  **1,700+ clients**

We collaborate with 42% of all African governments.

## Future Outlook:

### Investing in:

- Sovereign cloud deployment models
- AI and digital experience
- Innovation labs and talent centers

### Focused expansion into:

- GovTech
- Cybersecurity
- Data - AI-powered automation

## ◆ HCL Software Pillars

We deliver software that fulfils the transformative needs of clients around the world.



### Specialized Software

Purpose-built solutions for edge / niche use cases.



### Data & Analytics

Enable confident data-driven organizations.



### Total Experience

Orchestrating delightful experiences on a platform of trust.



### Business & Industry Applications

Deliver memorable CX that drive conversions & revenue.



### Cybersecurity Software

Secure DevOps & Compliance from applications to endpoint.

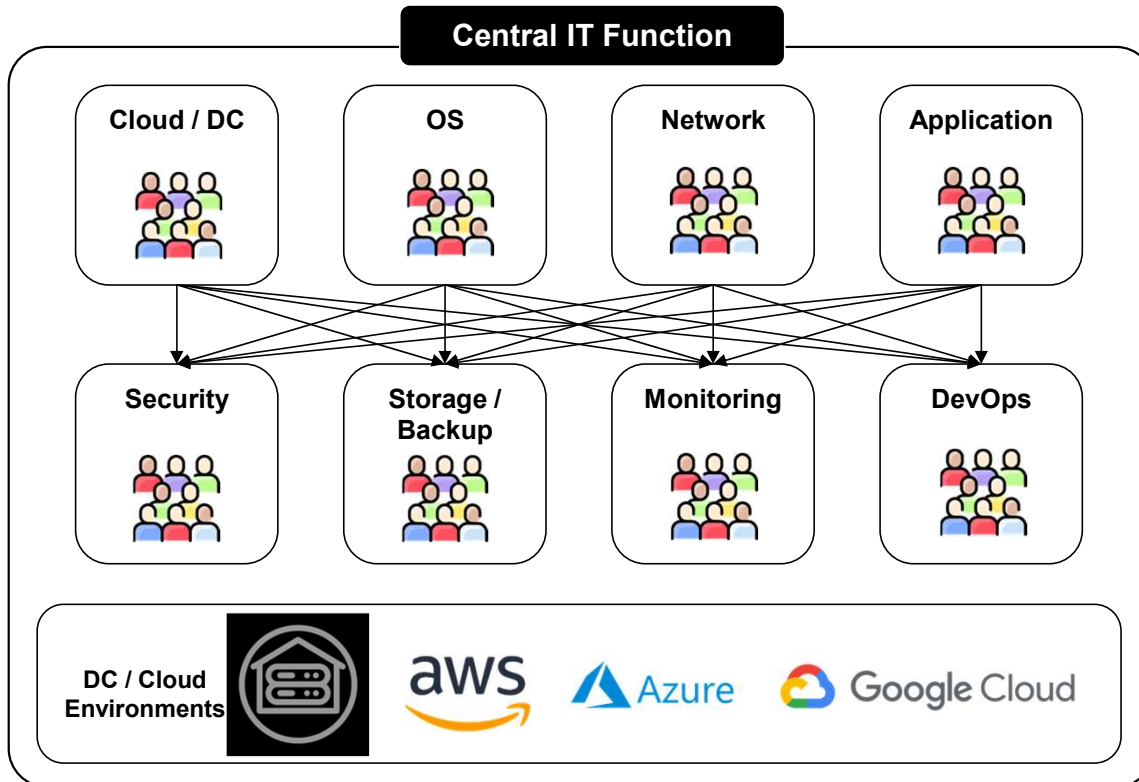


### AI & Intelligent Operations

Humanizing AI to elevate IT operations.

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## Today, IT Operating Environment Looks Like This



Multiple Tools

Lack of Effective Collaboration

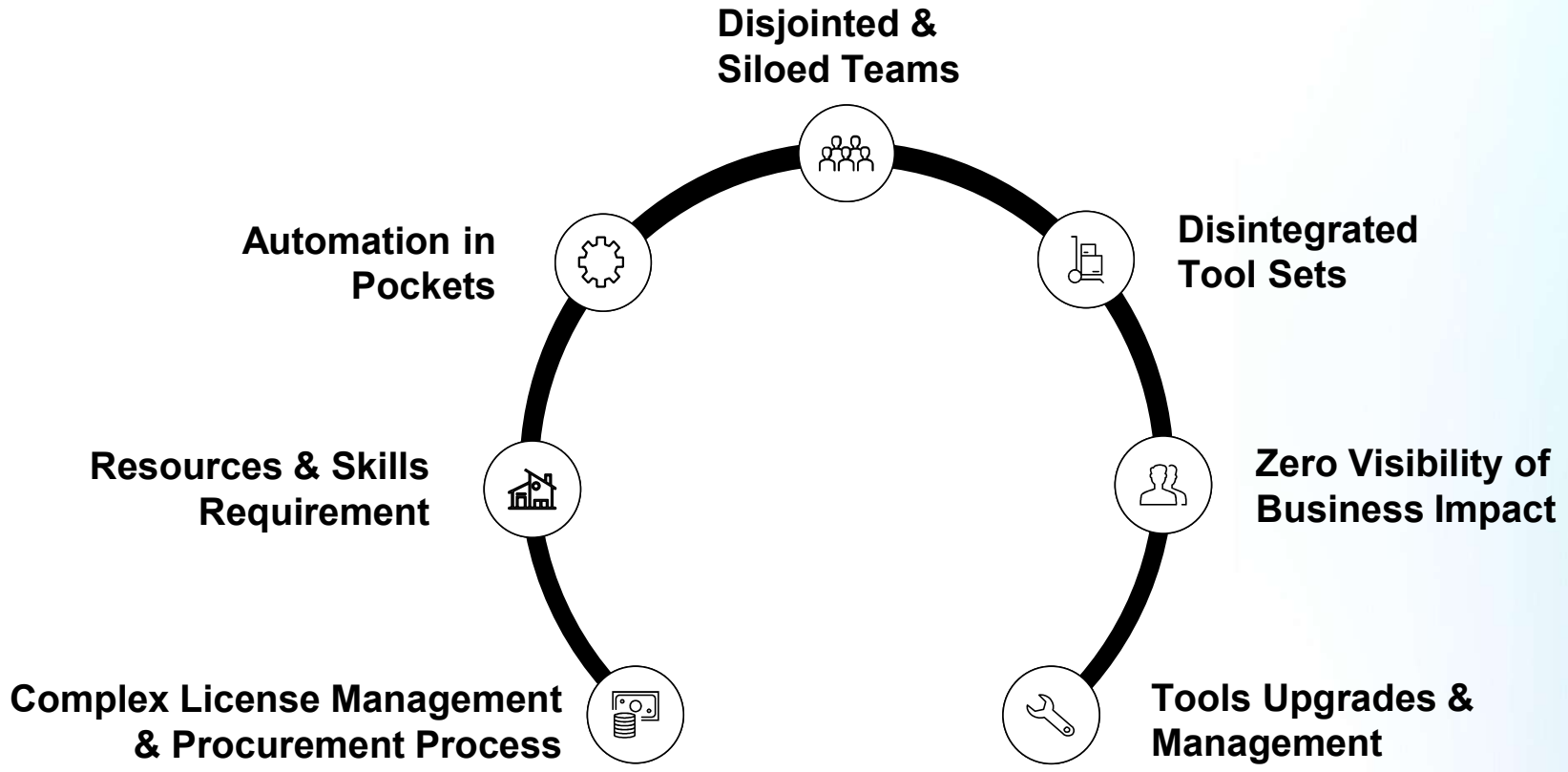
Siloed Views of Data

Chaotic & Noisy Environment

Delayed Troubleshooting

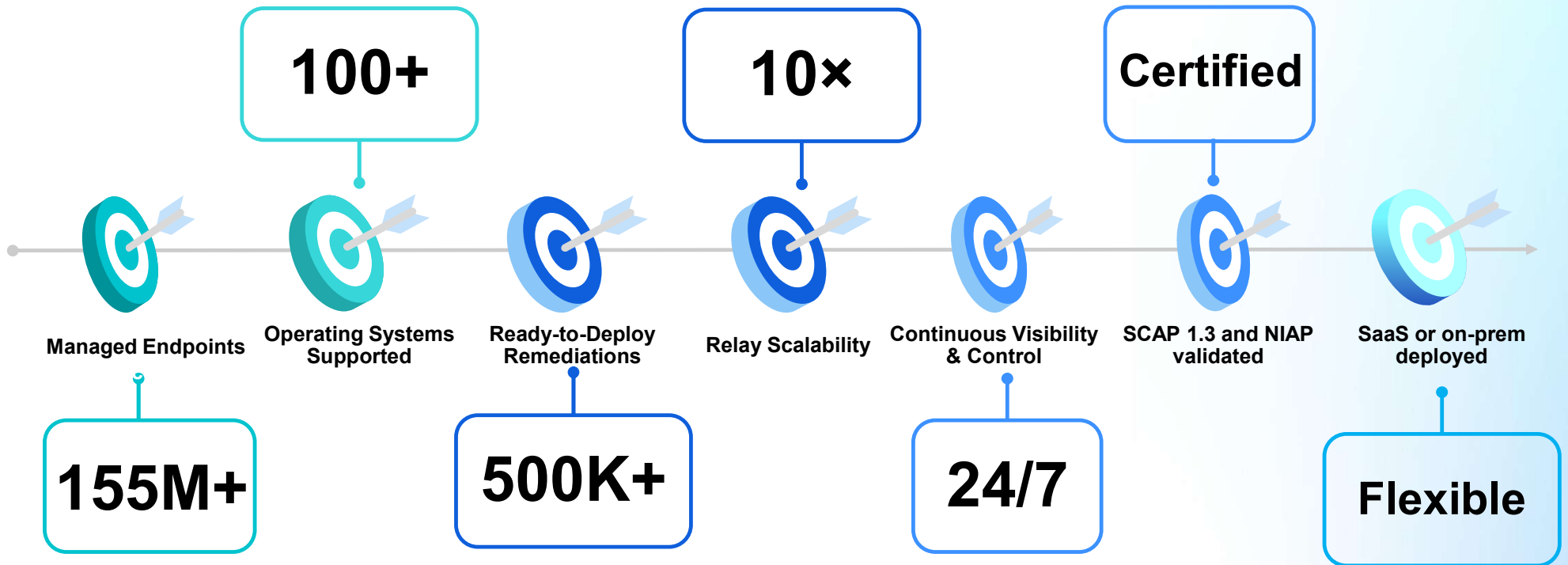
IT continually struggles to effectively monitor, investigate, analyze, collaborate, act & resolve issues.

# ◆ Traditional IT Operations Challenges



# HCL BigFix

## ◆ HCL BigFix at a Glance

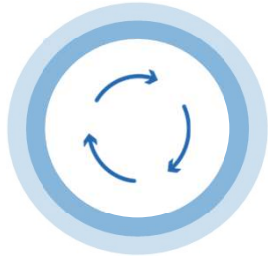


# BigFix Modular Approach



## Remediate

Patches all devices, multiple OS, third-party apps, software deployment – with unprecedented speed and accuracy



## Lifecycle

Manages endpoint lifecycle with operating system provisioning, software deployment, task automation, and remote desktop control



## Compliance

Maintains continuous compliance, eliminates configuration drifts, and improves your security



## Inventory

Provides near real-time asset insights, eliminates over-deployment, and reduces software spend



## Mobile

Provides management and configuration for mobile devices, enforcing policies, restrictions policies, wipe, or lock a lost or stolen device

## Setting the standard for more effective Endpoint Vulnerability Management

# ◆ BigFix Enterprise Management Platform

## BigFix Coverage Includes:

- Windows
- Mac OSX
- IBM AIX
- HP-UX
- Solaris
- RHEL
- SUSE
- VMWare ESX Server
- CentOS
- Debian
- Ubuntu
- IoS/iPadOS
- Android
- 3rd Party Applications



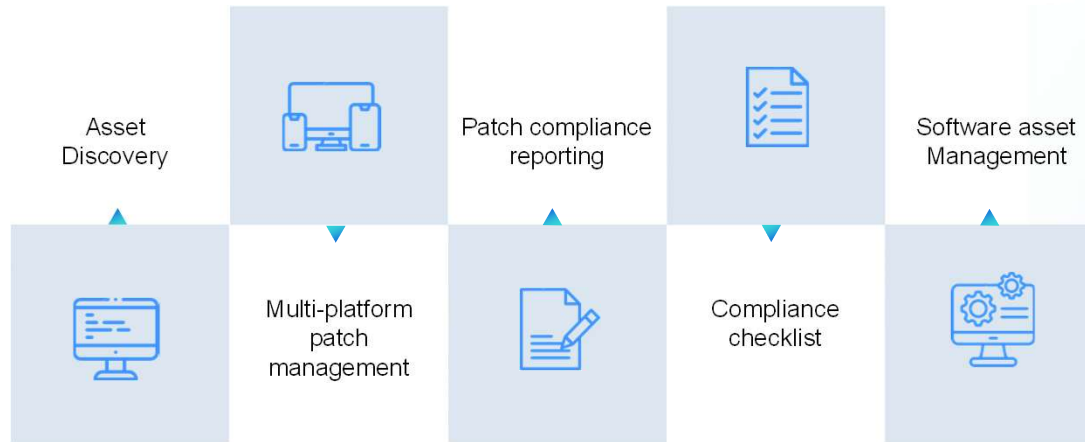
## Real-time visibility, scalability, and ease of use

<p><b>Single server and console</b>              Highly secure and scalable              Aggregates data, analyzes and reports              Pushes out pre-defined / custom policies</p>	<p><b>Cloud-based content delivery</b>              Highly extensible              Automatic, on-demand functionality              500K+ Published Fixlets.              New content added daily + community. (BigFix.me)</p>	<p><b>Single intelligent agent</b>              Performs multiple functions              Continuous self-assessment and policy enforcement  <b>Minimal system impact (&lt; 2% CPU)</b></p>	<p><b>Lightweight infrastructure</b>              Use existing systems as relays              Built-in redundancy              Support / secure roaming endpoints  <b>Single Port (52311)</b></p>	<p><b>Enterprise Visibility:</b>              Built in Platform Reports              Extend to Tableau or PowerBI              Contextual reports, trending, time based</p>	<p><b>Business Continuity : Assurance</b>              Eliminate configuration drift              Enforce patch, software version baselines              Demonstrate Compliance with internal standards as well as Regulatory Standards (NIST/CIS/PCI etc...)</p>
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# ◆ HCL BigFix Enterprise

## Automates discovery, management, and remediation of all endpoints

HCL BigFix endpoint management platform gives IT Operations teams the power of Continuous Compliance and Intelligent Automation to manage nearly 100 operating system versions, enabling streamlined management processes, tool consolidation and reduced operating costs.



**100%**

visibility to all servers, laptops, desktops and mobile devices

**98%**

first pass patch success rate

**20K+**

Compliance checks available out of the box

# ◆ HCL BigFix Runbook AI Benefits

01

## Enhanced Ease of Use

Simplified self-service approach for ticket analysis.

02

## Knowledge Assistance

Helps users choose the best solution for their issues.

03

## Enterprise Grade Security

Improved security with the help of end-to-end data encryption.

04

## Customizable Workflows

350+ reusable and configurable runbooks available out of the box.

08

## Complete Compliance

Up to 20% improvement in SLA compliance.

07

## Monitoring and Visibility

Real-time visibility of automation task performance and reports on mails.

06

## Knowledge Aggregation and Assistance

Aggregates data from various sources to create a unified repository for knowledge search and recommendations.

05

## Ticket Data Analysis

Identifies potential automation candidates by analyzing data on ITSM platform.

## ◆ BFSI

### HCL BigFix Enterprise+ & Workspace+

Enabled unified endpoint management, rapid vulnerability remediation, and compliance readiness for a multinational pan-African financial services group, across servers, desktops, laptops, and ATMs.

#### Challenges

- Needed a single platform for patching, vulnerability remediation, software inventory, and OS deployment.
- Existing tools could not deliver real-time visibility, PCI-DSS compliance, or integration with Tenable.
- Slow, fragmented processes increased risk and delayed IT operations.

#### Business Impact

- ✓ Achieved 98% patch compliance in hours instead of days
- ✓ Reduced IT operational costs by 30% through automation and consolidation
- ✓ Accelerated PCI-DSS 4.0 compliance rollout
- ✓ Strengthened threat response with faster, unified remediation



# 98%

Patch compliance within hours (versus days with legacy tools)



# 30%

Reduction in IT operational costs through automation and tool consolidation

# ◆ Pharma

## Americas Pharma and Healthcare Provider

## HCL BigFix Enterprise+

A leading pharmaceutical company in the Americas seeking to modernize IT service desk operations.

### Challenges

- Manual incident resolution increased errors, MTTR, and cost
- No standardized processes across regions, reducing efficiency
- Limited automation drove escalations and overloaded IT teams

### Business Impact

- ✓ Standardized and automated incident resolution using BigFix Enterprise+ with Runbook AI
- ✓ Resolved common issues autonomously without human intervention
- ✓ Integrated with ServiceNow to trigger workflows automatically and reduce escalations



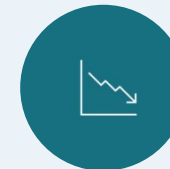
**86%**

Success in Ticket Resolution




**~3,000**

Man Hours Saved



**71%**

MTTR Reduction



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Fueling the Digital+ Economy