HCL BigFix

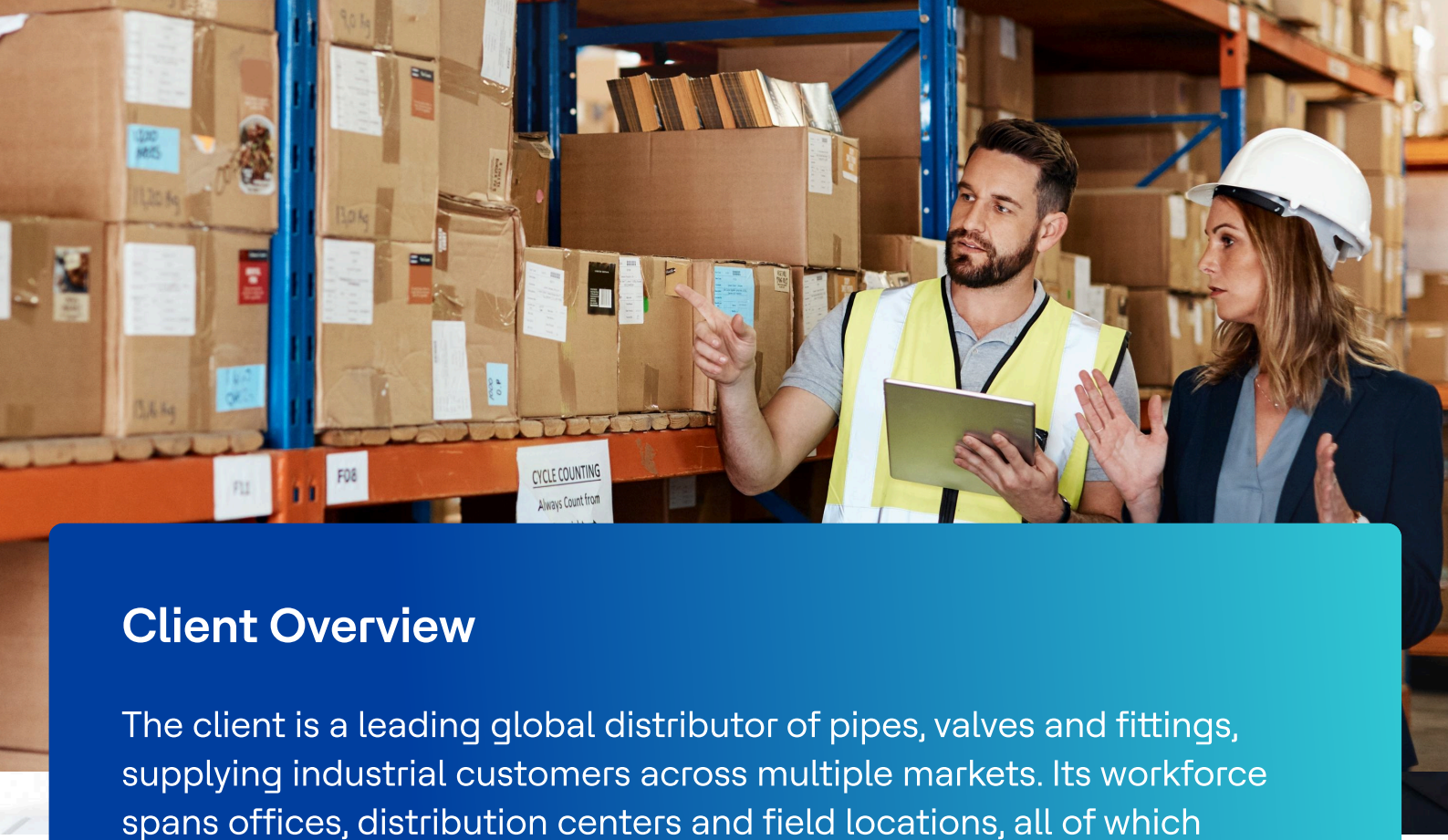
HCLSoftware

AEX

A Global Industrial Distributor

Standardizing IT Support and Resolving Tickets Faster with Agentic AI





Client Overview

The client is a leading global distributor of pipes, valves and fittings, supplying industrial customers across multiple markets. Its workforce spans offices, distribution centers and field locations, all of which depend on IT support to keep orders moving. As request volumes grew, the client looked for a way to accelerate support workflows without adding headcount to the service desk.

Industry	Region	Product
Industrial Distribution	**Global**	**HCL BigFix AEX**

The Challenge

IT support was working, but it was slow, manual and inconsistent. Four problems compounded each other.

Knowledge was scattered.

Answers lived across the ITSM knowledge base, document repositories and service catalogues. Employees and agents searched each one manually, which caused delays and inconsistent answers depending on where they looked.

Ticketing was repetitive.

End users spent their own time creating incidents, posting updates and adding attachments, work that added no value to their day and plenty of friction.

The service desk was overloaded.

Agents handled high volumes with limited contextual support, which reduced both accuracy and efficiency.

Nothing was orchestrated.

Knowledge retrieval, ticket actions and escalations were separate steps rather than one flow, so every request meant stitching systems together by hand.

The Solution

HCL BigFix AEX

The client deployed HCL BigFix AEX, an enterprise-grade agentic AI platform, to standardize how IT support requests were handled from the first question to final resolution. AEX connected to the systems the client already ran, so agents could search knowledge, take action in the ITSM platform and escalate to a person as a single orchestrated flow rather than four disconnected steps.

The deployment focused on four areas.

One search across every knowledge source

A collection search agent gave employees a unified search experience with contextual results drawn from across enterprise sources, instead of separate searches through the knowledge base, document repositories and catalogues. Many requests that would previously have become tickets were answered at this first step.

- Contextual results
- Answers before a ticket is raised

Autonomous ticket management

Agents took over routine ticketing work: creating incidents, posting updates and handling attachments. Employees described what they needed in natural language, and the agent did the rest in the ITSM platform.

- No manual forms
- Less effort for every employee

An AI-augmented service desk

For requests that still needed a person, AEX supported the agents handling them. With contextual support in the flow of work, the service desk resolved tickets faster and more accurately, which lifted customer satisfaction alongside resolution times.

- Faster resolution
- Higher accuracy

Orchestrated support, around the clock

Support ran 24/7 across the client's collaboration platform and the web, so employees got the same experience wherever they worked and whenever they needed help. Knowledge retrieval, ticket actions and escalations moved through one orchestrated flow.

Always available | One consistent experience

Business Value Delivered

70% of tasks resolved autonomously, with zero wait times

Most requests never reached a person.

Employees asked, the agent acted, and the task was done. No queue, no waiting for the service desk to pick it up.

40% ticket deflection through the collection search agent

Search answered questions before they became tickets.

One contextual search across every knowledge source resolved requests at the first step, so fewer ever entered the queue.

30% faster MTTR with Agent Assist, boosting CSAT

Tickets closed faster, and customers felt it.

Agents working with contextual support in the flow of work resolved issues more quickly, which lifted satisfaction scores alongside resolution times.

55% reduction in manual effort for ticket updates

Ticket admin stopped being a manual job.

Incident creation, updates and attachments now happen autonomously, giving employees and agents their time back.

Support standardized end to end, so employees get answers instantly and the service desk resolves what's left, faster.

About HCL BigFix AEX

HCL BigFix AEX is the enterprise-grade agentic AI platform that puts intelligent agents to work across IT, HR, finance and beyond. Agents resolve requests, automate workflows and fix issues end to end, delivering a trusted AI experience for every employee.

Want to know more?
Visit our website hcl-software.com
or write to us at intelligentoperationsmarketing@hcl-software.com

About HCLSoftware

HCLSoftware, the software division of HCLTech, is a global enterprise software product business. By orchestrating Xperience (X), Data (D), and Intelligent Operations (O) using Agentic AI, HCLSoftware unlocks insights, streamline processes, and accelerates business outcomes across 130+ countries, serving a large base of global customers including the Fortune 100/500/G2000. HCLSoftware develops, markets, sells, and supports 60+ transformative software products spanning five core areas: Xperience, Data, Intelligent Operations, Lotus, and Specialized Software. Its engineering excellence is consistently recognized as a Leader by Gartner® across multiple categories.