HCL **BigFix**

AEX

The Agentic AI Platform where autonomy meets governance



HCL BigFix AEX is an enterprise-grade Agentic AI platform that gives organizations a unified foundation to design, deploy, and govern AI agents at scale. With a no-code/low-code Agent Studio, a visual canvas that shows every step an agent takes, integrated tools and MCP catalog, workflow automation, and real-time performance dashboards, AEX eliminates tool sprawl and puts intelligent automation within reach of every team.

Capabilities

Conversational Virtual Agent

Two-way communication with the virtual agent enables it to understand human queries, resolve common IT and employee issues autonomously, and escalate complex cases with full context.

Agent Assist

Leverages AI to improve agent productivity by suggesting next best actions, automating ticket management, and providing real-time knowledge recommendations to streamline IT and employee support.

Self-Heal

Enables autonomous issue resolution by detecting anomalies, diagnosing root causes, and executing self-healing workflows before users experience disruptions.

Voice Agent

Provides hands-free, real-time IT assistance through natural language voice interactions, enabling users to troubleshoot and resolve issues without manual input.

Workflow Orchestrator

No-code orchestration across ITSM, HRMS, ERP, CRM & SecOps, Enables end-to-end cross-functional process automation, Enterprise-ready governance, versioning, & compliance guardrails.

AEX Agentic AI Studio

A no-code/low-code design environment to create and deploy custom AI agents across business functions. LLM Models, MCP Support & Server Creation, Tools Catalogue, Custom Tool Creation, Agentic Workflow Builder, Pre-Built AI Agents, Agent Builder 2.0, Multi-Agent Orchestration & A2A.

Key Features

- **Agent Studio** for low-code/no-code agent creation on a step-by-step visual canvas, with templates for RCA, CloudOps automation, FinOps Intelligence, and more.
- **Bring Your Own Model (BYOM)** capability lets enterprises integrate existing AI models for greater flexibility and control in automation.
- **Flexible Deployment (including a modernized VM-based on-prem option)** Choose cloud or on-prem deployment to fit your security, data residency, and infrastructure requirements.
- **Multi-modal Support** – Chat, Voice, Web, and Mobile.
- **Drag-and-drop Workflow Builder** with logic, memory, and tool chaining.
- **Human-in-the-Loop** ensures expert oversight for critical actions, allowing review and approval of AI-driven decisions before execution.
- **Guardrails & PII Redaction** block malicious inputs and mask sensitive data before it reaches the model, keeping AI responses reliable.
- **Dashboards & Operations Insights** – See real-time agent performance and health with KPIs, live views, and smart alerts.

- **Governed Agent Operations –** Control who builds and runs agents, track every action and workflow change, and manage agent versions - so your AI operations stay secure and auditable.
- **Planned, Context-Aware Agents –** Adds planning inside the reasoning loop, turning complex work into trackable steps; Knowledge Profiles carry business context and user preferences across conversations.

Benefits

HCL BigFix AEX is an **Agentic AI-powered platform** transforming enterprise support with autonomous AI agents that understand queries, execute tasks, and resolve issues with minimal human input.

Reduced Operational Costs	Increased Productivity	Enhanced User Experience

Integrations

Plug in and go: Leverage 50+ OTB tools with MCP support for end-to-end enterprise automation.



Real Business Impact

Built for outcomes, not just efficiency – turning automation into real-world impact with happier users and reduced manual effort.

70%
tasks resolved autonomously, zero wait times

60%
faster incident creation

38%
faster employee query resolution

45%
faster routine query resolution

Experience HCL BigFix AEX in Action

Want to know more?
Visit our website or write to us at
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