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HCL **BigFix AEX**

The Agentic AI Platform for the Modern Enterprise

HCL BigFix AEX is an enterprise-grade Agentic AI platform that eliminates tool fragmentation, reduces development complexity, and provides a unified foundation to design, deploy, and govern AI agents at scale - helping enterprises move beyond siloed tools, custom scripts, and isolated bots.
It simplifies multi-agent creation and orchestration with an enhanced no-code/low-code Agent Studio, upgraded Agentic UI, and integrated tools and MCP catalog, while offering support for customer-managed vector databases like PG Vector and BYO Vector DB, deeper workflow automation using Kafka, and enriched dashboards for operational and performance visibility.

Capabilities

Conversational Virtual Agent

Two-way communication with the chatbot 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.

Key Features

- **Agent Studio** for no-code agent creation like 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 - Cloud and On-Prem** 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.

- **Prompt Guardrails** maintain control and reliability of AI responses through predefined rules, validations, and contextual checks.

- **Dashboards & Operations Insights** – See real-time agent performance and health with KPIs, live views, and smart alerts.

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
Unified platform that streamlines agent creation and workflow automation across departments, cutting down tool sprawl and costs.	Delivers consistent service across chat, email, voice, and apps, with chat support available in 100+ languages.	Agentic AI studio to automate multi-step workflows.
Saves manual resolution costs by autonomously resolving IT issues through self-heal automation.	Automates routine tasks through autonomous AI agents.	Personalized, context-aware resolutions through contextual AI understanding.

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.

4K+
man hours saved by automation

98%
Enhanced customer satisfaction

Experience HCL BigFix AEX in Action

Schedule a Demo

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