HCLSoftware

HCL BigFix Service Management

Agentic AI Service Management for MSPs

HCL BigFix Service Management is an enterprise-grade service management platform purpose-built for Managed Service Providers. By combining native multi-tenant architecture, embedded Agentic AI, no-code standardization, and seamless upgrades, it enables MSPs to deliver service consistently, reduce operational costs, and scale profitably.

Built on Exponential Intelligence (i^i), the fusion of human expertise (i) and system intelligence (i); the platform learns from every ticket, change request, and resolution across your entire customer base. AI models continuously improve triage accuracy, SLA predictions, and routing decisions, while your team maintains oversight and governance. As volume grows, the system gets smarter and more efficient compounding performance instead of complexity.

Capabilities

Built for MSP Scale with Secure Multi-Tenancy

Tenant isolation across customers, users, services, SLAs, and workflows, so you can securely manage all clients from a single platform without spinning up separate instances.

Intelligence Embedded into Service Execution

Apply intelligence directly within service workflows to prioritize tickets, reduce noise, and guide actions across customers by embedding agentic AI-driven intelligence inside incidents, requests, problems, and changes, without relying on separate analytics or dashboards.

Human Expertise Amplified at Scale

Combines conversational intake, workflow automation, AI-assisted resolution, and continuous knowledge capture and generation to reduce repetitive Tier 1 & 2 workload, preserve institutional expertise, and accelerate service execution.

Standardization with Customer-Level Flexibility

Standardize services and processes across customers while allowing tenant-specific variations through reusable configurations and controlled overrides, without custom builds or rework.

Proactive Control with Operational Insight

Detects recurring issues and SLA risks early through predictive pattern analysis, while giving every stakeholder from executives to team leads real-time insight into service health, backlogs, and risk to act before problems escalate.

Key Features

- **AI-Powered Service Intelligence**
  Auto-triage and prioritize incoming tickets, flag SLA risks early, and resolve issues faster through a conversational virtual assistant.

- **AI-Powered Knowledge Generation**
  Creates and recommends knowledge articles from resolved tickets and interactions.

- **No-Code Workflow & Catalog Configuration**
  Visual configuration of services, workflows, and approvals without scripting.

- **Secure Multi-Tenant Controls**
  Tenant-level separation of users, services, SLAs, workflows, and data.

- **Open APIs & Ecosystem Integrations**
  Pre-built connectors and APIs for monitoring, endpoint, cloud, HR, and ERP systems.

- **CMDB Reconciliation & Resource Unit Visibility**
  Structured configuration data for operational transparency and financial accuracy.

Benefits

Higher Margins	Faster Onboarding	Scalable Growth
Boost profitability by AI-driven triage and automation reducing cost per ticket and lower dependency on senior engineers.	Pre-configured service templates and ready-to-use workflows speed up onboarding of new customers and new service lines.	Native multi-tenant architecture ensures customer separation, control, and consistency.
Predictive SLA insights reduce breach penalties and protect recurring revenue with improved agent productivity & fewer escalations.	No-code/ low code configuration enables rapid service customization without heavy professional services.	Standardized workflows ensure consistent delivery across customers and geographies without multiplying tools, teams, or operational complexity.

Real Business Impact

40%
faster customer onboarding

60%
lower total cost of ownership (TCO)

40%
boost in operational efficiency through AI-driven features

Awards

★★★★★ HCL BigFix Service Management · Gartner peerinsights™ · PinkVERIFY Certified · certin

**Experience
HCL BigFix Service
Management in Action**

Schedule a Demo

HCLSoftware