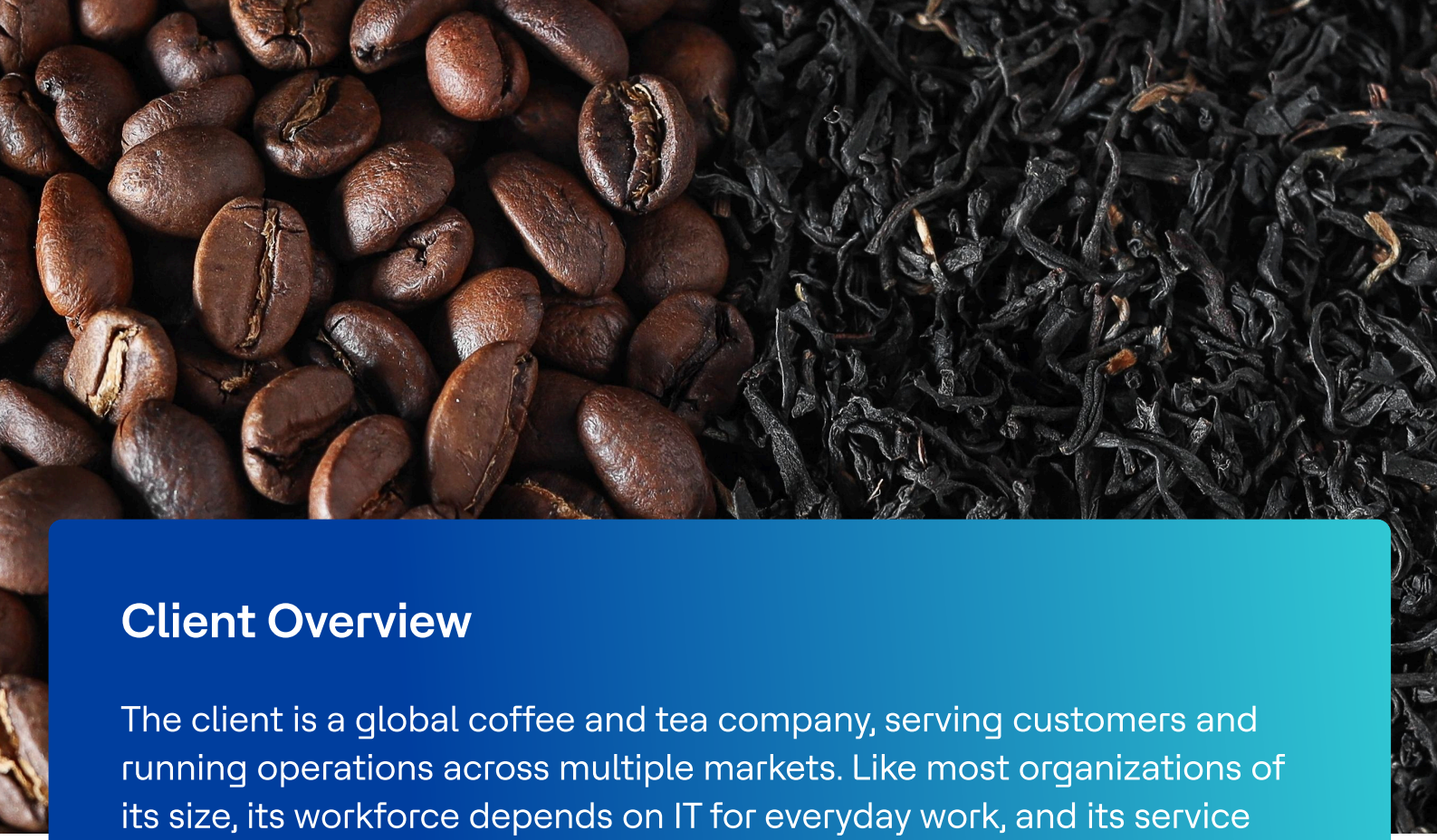
HCL BigFix

HCLSoftware

AEX

# **Automating Everyday IT Support,** from Ticket Updates to Locked Laptops





## Client Overview

The client is a global coffee and tea company, serving customers and running operations across multiple markets. Like most organizations of its size, its workforce depends on IT for everyday work, and its service desk carried a steady load of repetitive requests that took time away from higher-value support.

| Industry | Region | Product |
| --- | --- | --- |
| **Food & Beverage** | **Global** | **HCL BigFix AEX** |

## The Challenge

Employees had no single, trusted place to go when something broke, and the organization had limited visibility into whether requests were actually being resolved.

### Support was spread across too many channels.

There was no digital-first point of contact employees trusted, so requests arrived through whichever route each person happened to use.

### Outcomes were not visible end to end.

Platform limitations meant the organization could see that requests came in, but not reliably whether they were resolved, or where they stalled.

### CMDB dependencies slowed delivery

New use cases waited on configuration data, which limited how quickly support could be extended to more of the estate.

### Adoption ran on blanket promotion.

Early rollout pushed the platform broadly rather than to the use cases it handled well, which made confidence and value harder to demonstrate.

## The Solution

**HCL BigFix AEX**

The client deployed HCL BigFix AEX as a conversational digital front door, with agentic IT-support use cases behind it. Rather than replacing the tools the client already ran, AEX connected to them, so agents could take action inside the ITSM platform and the endpoint estate instead of simply pointing employees to the right form.

Over the period, 20 use cases went live across 9 AEX agents, supported by four core integrations and an upgrade to AEX v13.

**The deployment focused on three areas.**

### One front door for IT support

Agents took over the repetitive work that had been done manually: creating incidents and requests, adding comments and looking up ticket details in the ITSM platform. With knowledge base indexing behind unified search, employees could also find answers to routine questions without raising a ticket at all.

Fewer manual steps

Faster answers for employees

### Endpoint issues fixed inside the conversation

Where a problem sat on the device rather than in a process, AEX triggered remediation through the client's endpoint analytics tooling and handled software installation requests directly, so the employee stayed in one conversation instead of being routed onward.

Self-service remediation

No ticket required

### AI-driven guidance for service desk agents

For requests that still needed a person, AEX supported the service desk itself. Agents received AI-driven guidance as they worked, so answers stayed consistent regardless of who picked up the ticket.

Consistent answers

Higher agent productivity

## Business Value Delivered

**57%** of contact-channel share held by AEX

**Employees stopped guessing where to go.**

AEX became the primary route into IT support, so most contact now begins at one digital entry point the organization can see end to end, instead of arriving through whichever channel each person happened to pick.

**37.19%** user containment rate

**Requests ended where they started.**

A significant share of interactions were resolved and closed inside the conversation, and because each outcome was recorded against the request, the business could see what actually happened rather than infer it.

**1,087** contacts prevented in a single month

**Work never reached the queue.**

Across a single month, interactions were contained with no service desk transfer and no incident raised, returning capacity to the team instead of consuming it with routine traffic.

**4.5/5** AEX CSAT

**Adoption grew on proof.**

Employees rated the experience highly enough to justify targeting rollout at the use cases AEX handled reliably, so each new campaign built on demonstrated performance rather than broad promotion.

## What's Next

The client is extending the service model in phases rather than all at once. Identity-led service requests are in build, including password reset and BitLocker key recovery - both fulfilled through the same directory integration, so an employee locked out of an account or an encrypted laptop can be verified and restored inside the same conversation. Catch and dispatch, which captures a request, classifies it and routes it to the right fulfillment group, is in build alongside them.

Adoption has shifted from blanket promotion to targeted campaigns aligned to the use cases AEX handles reliably, supported by an established governance cadence across experience, delivery, change management and engineering teams. The agents deployed so far provide the foundation, and each new use case builds on it rather than starting over.

**Everyday IT requests, handled in one place, so employees keep working and the service desk focuses on what matters.**

## 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.