

KEY FEATURES AND FUNCTIONS

Empower the Helpdesk With BigFix Real-Time Visibility and Control

BigFix Remote Control cross connects BigFix infrastructure real-time visibility and control functionality and user helpdesk functions. Give helpdesk operators the power they need to see, diagnose and fix problems on individual endpoint computers regardless of distance or infrastructure scale.

SILOED NO MORE: HELPDESK AND SYSTEM MANAGEMENT ACHIEVE EFFICIENCIES WHERE YOU NEVER EXPECTED THEM

FEATURES

- Use BigFix real-time system information and control mechanisms to bring new levels of efficiency and end-user satisfaction to helpdesk services
 - Compatible and integratable with off-the-shelf Microsoft Remote Desktop and Remote Assistance tools
 - BigFix delegation of authority features define helpdesk operator roles and responsibilities
- Integrate Helpdesk Diagnostics and Remediation With BigFix**
- Connects BigFix real-time system configuration data to existing Microsoft Remote Desktop and Remote Assistance tools
 - BigFix real-time visibility and control comes to the helpdesk
 - Bridge the gap between front-line helpdesk services and powerful system visibility and management capabilities
 - Use BigFix delegation-of-authority features to define helpdesk operator roles and responsibilities
 - Leverages existing off-the-shelf Microsoft Windows components and security features

BENEFITS

- More efficient and decisive helpdesk processes
- Reduce helpdesk and end user support costs
- Improve end user satisfaction and productivity
- Break down silos separating helpdesk and infrastructure security and system management operations

BigFix Discovery 7 Platform Extends Vision, Capability, and Value

- The industry's first and only single agent/single console/single converged framework for enterprise-scale PC lifecycle configuration management and endpoint protection
- Real-time visibility and continuous control of all BigFix managed computers: fixed, mobile, laptop, desktop, server—Windows, Unix, Linux, and Mac OS
- On-demand policy-based services for instant-on, flexible solutions for IT asset management, power management, compliance, and security
- Scalable from 1,000 to 200,000+ endpoints with minimal dedicated hardware requirements—one \$5,000-10,000 server manages up to 200,000 endpoints
- Easy management, customization and extensibility through graphical dashboards, policy creation wizards and human-readable scripting
- Rapid installation—typically one day for basic functionality

Platform Availability

Available for desktop, server, and mobile computers running Microsoft Windows 2000 and later versions.

Included in the BigFix Desktop and Server Management Pack or as an a-la-carte addition to the BigFix Discovery 7 Platform.

BigFix: Revolutionary Technology, Breakthrough Economics

BigFix®, Inc. offers the only real-time converged PC and server lifecycle configuration and endpoint protection framework that enables organizations to see, change, and enforce IT policies in real-time at global scale. Designed for highly distributed and complex IT infrastructures, BigFix delivers real-time endpoint visibility and control through its single-agent/single console, multi-function, on-demand architecture. Its award-winning technology is proven in production in 65 percent of Wall Street financial institutions, the world's leading retailer, one of the world's largest private health care institutions, and numerous federal, state, local, civilian and defense, agencies and educational institutions. See what you've been missing! For more information visit www.bigfix.com