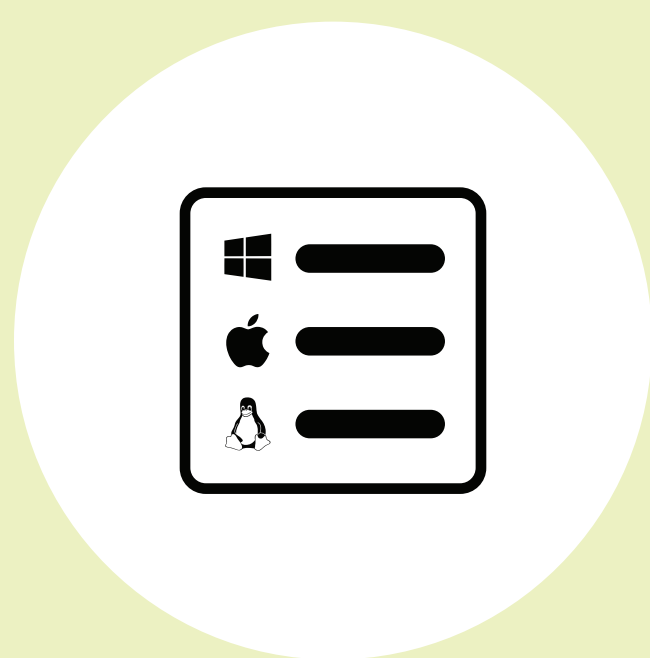


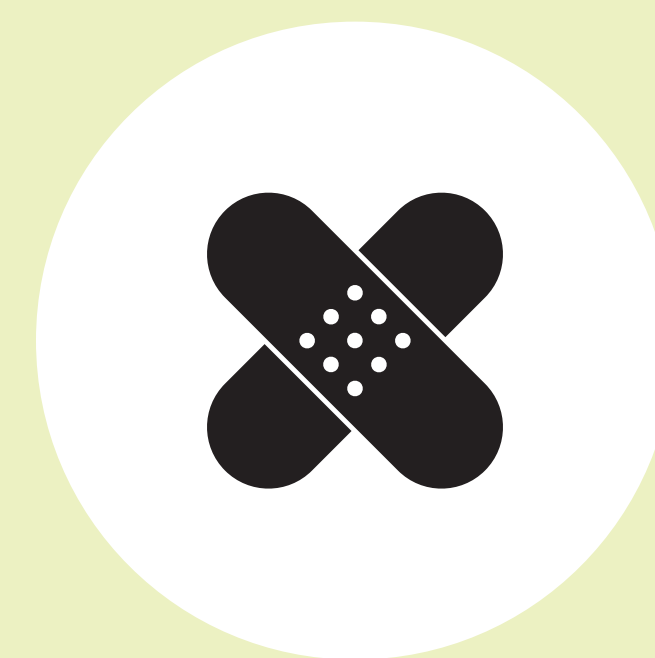
BigFix at Berkeley

BigFix is a cross-platform **one-stop shop** for inventory tracking, updates and patching, self-service software installation, anti-virus, and power management of Berkeley Desktops.



Unified Inventory

BigFix collects basic hardware, operating system, and application information for Apple, Windows, and Linux computers. When a Berkeley Desktop is set up, it is “tagged” with user and location information so that it is easily identified for support in the future. BigFix also helps generate reports on computer statuses, which can be used for decision making and planning.



Updates & Patching

BigFix helps EEI provide update and patching services for all Berkeley Desktops to keep the campus network secure. This service includes critical and security operating system updates for both Mac OS X and Windows. Common applications are also patched, including applications with high security risks such as Java, Flash Player, and Adobe Acrobat.



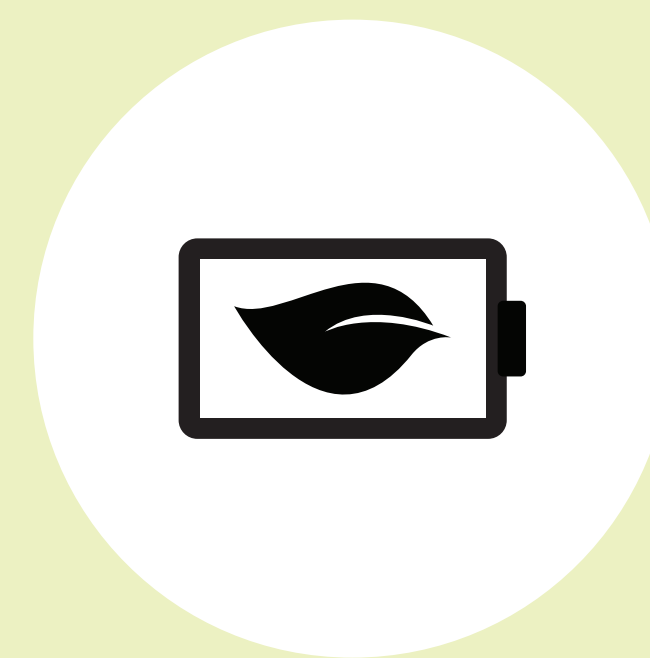
Anti-Virus

BigFix distributes and manages Trend Micro’s Core Protection Module (CPM) which is the standard anti-virus solution for Berkeley Desktops. When upgrading a computer’s anti-virus to the CPM, the migration process removes current anti-virus programs and installs CPM in minutes. There is minimal disruption to the user since this does not require a visit by an IT support tech.



Self-Service Software

BigFix enables a self-service feature for all Berkeley Desktops, which allows non-administrator users to install common software with a single click. This saves customers and IT support time by simplifying the number of steps to get software installed. Available applications include Adobe Creative Cloud Photoshop, Illustrator, and InDesign; as well as HyperSnap, Firefox, Java, Skype, Box Sync, Cyberduck, and many more.



Power Management

Berkeley Desktops with EEI Windows or Mac images have default settings that minimize the amount of power a computer uses. BigFix manages these power profiles and tracks the amount of energy that a machine uses, as well as displays this power footprint to the user.

Visit us at desktop.berkeley.edu