TANIUM + servicenow

Trusted CMDB data and cost-effective endpoint management
Integrated Tanium and ServiceNow solutions supporting digital-first business growth

Customer challenge

Without trusted, accurate CMDB infrastructure data, business leadership,

IT, and security teams struggle to discover and manage all endpoint assets, making it difficult to operate effectively and respond quickly to threats.

Poor data quality leads to costly inefficiencies and creates security and compliance risks, leaving businesses vulnerable to bad actors.

In the absence of automation, siloed data sources necessitate slow, manual processes and hinder effective collaboration and communication.

As companies attempt to gather and analyze data from multiple sources, incompatible toolsets and a patchwork of expensive licensing leads to unnecessary complexity. Companies in this position are often forced to revert to time-consuming, resource-dependent manual processes.

When digital-first business growth is disrupted, it leads to service and operations issues that can frustrate customers and employees, cause outages, and inflate costs associated with SLAs and asset management.

"Operating on a global scale provides a lot of challenges when it comes to knowing your environment. For the first time, we've been able to get a fast and accurate picture of our environment with Tanium."

– CSO, Top 25 Financial Institution

The Tanium & ServiceNow solution

By bringing total visibility to all assets, Tanium and ServiceNow solutions direct critical information to those who need it, enable organizations to reduce complexity in their operations and help them proactively manage their data estate.

Tanium provides one source of high-fidelity, near-real-time asset information and provides asset visibility, giving enhanced contextual information to help resolve incidents—at scale.

- Drive accelerated ACV for customer base & prospect accounts

- Enable high value CMDB use case for upsell & churn avoidance

- Leverage SI ServiceNow established practices and 8K installed base to penetrate new enterprise accounts

Identify under utilized and unused software to clearly understand where it is installed and how it is being used to reclaim millions in software license fees.

In 94% of enterprises, 20% of assets connected to networks are unknown and undiscovered.

Tanium customers report a 93% reduction in weekly scan times of their hardware, software, and virtual assets.

ServiceNow client benefits

Trusted Data
- Bring visibility to the entire compute estate and automate status and configuration processes

- Create a real-time, consistent ServiceNow CMDB, enriched with Tanium Asset data

- Solve strategic CMDB data fidelity and timeliness issues

- Drive more value from the ServiceNow platform by collecting 20-30% more real-time data that support strategic risk and compliance use cases

Reduced Costs
- Consolidate tools and take control of IT and software assets

- Re-platform and consolidate point solutions in IT operations

- Make accurate hardware and software catalog purchases

Improved Compliance
- Deliver complete and real-time HAM/SAM inventory compliance

Controlled Risk
- Create a real-time, consistent CMDB and address issues proactively

- Provide visibility into software risks

Learn more about Tanium/ServiceNow solutions
Tanium.com/partners/servicenow

Qualifying questions

If your customers answer "no" to any of these questions…

- Do I know how many software/hardware assets I have in my environment?
- Is my CMDB real-time, accurate, and compliant?
- Am I using all the software I've paid for?
- Do my assets meet the required audit and compliance rules?
- Do I understand and control the infrastructure my business-critical services rely upon?
- With current resources, can I accelerate audit and compliance processes by more than 50%, simplify and rationalize my IT operations and improve the accuracy of my CMDB?

…then Tanium/ServiceNow solution is for them

Pain points to uncover

If your customers answer "yes" to these questions…

- Do I have high TCO and low value from my tool investments because of too many point solutions and integrations?
- Do I lack accurate data for our audit and compliance reporting?
- Am I more reactive than proactive and unable to accelerate my digital transformation and cloud initiatives because I lack data insights and endpoint control?
- Do I lack a real-time, complete, accurate, and consistent CMDB?
- Do I have too many ITSM cases of "Change Failures" due to a shortage of accurate data?
- Do I suffer slow Mean Time to Recover (MTTR) due to an inability to quickly track root causes?
- Am I unable to conduct a proper software asset, license, and cost management assessment because I'm unaware of what I have?
- Do I need to simplify and increase my level of automation?

…they're ready for the Tanium/ServiceNow solution

Differentiation

With Tanium:

Tanium's linear chain architecture reduces the infrastructure needed to manage endpoint assets and enables optimized communication between endpoints and servers. Tanium scales to any environment, on premises or in the cloud.

Tanium Asset aggregates and delivers a single source of reliable data, enabling improvements and efficiencies in key areas including:

- Performance monitoring
- Software configuration, patching, and vulnerability management
- Asset inventory
- Incident response
- Control of data risk and privacy

The power of Tanium and ServiceNow:

An ecosystem that integrates Tanium Asset and ServiceNow enables customers to use a complete and accurate CMDB to control costs and improve compliance and security.

The joint platforms provide:

- Visual workflows and enhanced collaboration
- A real-time CMDB for enhanced visibility, monitoring, and management of data
- Compliance supported by accurate reporting and rapid incident response
- Reduced IT and software costs and technology risk
- Improved MTTR and SLAs
- Accelerated ServiceNow implementations

Competitors

- Flexera
- BMC Helix ITSM
- HCL BigFix

Key Tanium Asset integration for ServiceNow use cases:

Establish accurate/real-time CMDB

- Get a complete and up-to-date view of your enterprise inventory in ServiceNow CMDB
- Map 100% of your HAM/SAM data to the appropriate object structure in ServiceNow
- Configure custom attributes in Tanium prior to sending asset data to ServiceNow

Displace existing point solutions

- Understand where software is installed and how it is being used (or not used), potentially helping companies reclaim millions of dollars in software license fees
- Windows, Mac, Linux, physical, or virtual – all of your endpoint assets are included in the CMDB

Reduce Mean time to Investigate Incidents

- Eliminate costly, inefficient "War Room" scenarios when hardware, software and relationship data is always up to date.
- No more context switching – all of your infrastructure details maintained in a single CMDB

Integrated risk management

- 100% accurate hardware and software inventory without remote connections or VPNs
- Immediate visibility into remediation actions

Additional information and assistance

Technical Support
servicenowintegration@tanium.com

Pre-sales Engagements:
servicenowpartnerteam@tanium.com

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