

Tanium ITX for ServiceNow

Optimize software, hardware, and virtual asset inventory and reduce risk with real-time asset visibility

Tanium ITX for ServiceNow unifies IT Service Management, IT Asset Management, and IT Operations Management with trusted visibility, control, and remediation through a complete, accurate, and real-time configuration management database (CMDB).

Do you trust the data in your configuration management database?

Your CMDB forms the heart of ServiceNow and is vital to effective workflows and decision-making across your IT organization. Yet many organizations struggle with maintaining a complete, up-to-date, and trustworthy CMDB.

Lack of confidence in your CMDB can lead to costly, reactive processes and wasteful actions and keep you from getting the most value from your ServiceNow investment.

Gaps in your CMDB create multiple pain points:

- **Unnecessary expenditure:** Inaccurate reporting on what software and hardware assets are owned, what is being paid for, and what is being used (or not used) leads to inaccurate and inefficient hardware, software, and cloud spend.
- **Delayed incident response:** Without real-time visibility into IT environments and accurate CMDB data, IT teams are slower to determine incident root causes, analyze downstream impacts, and remediate vulnerabilities.
- **Stalled Implementations:** Incomplete and untrustworthy ServiceNow CMDB data results in lengthy delays in maximizing value and usage and prohibits expansion of platform capabilities.
- **Poor digital experiences:** From IT agents to employees and customers — slow response times, jumping between multiple tools, and lack of self-service capabilities create a negative digital experience.

94%

of enterprises can't see at least 20% of their network-connected assets.

70%

of IT teams lack confidence in the visibility of 85%+ of their endpoints.

93%

reduced scan times of hardware, software, and virtual assets for Tanium users.

With Tanium ITX for ServiceNow, organizations can maximize the value of their ServiceNow investment with real-time asset visibility and actionability through a complete, accurate, and up-to-date view of their enterprise hardware, software, and virtual asset inventory and usage in the ServiceNow CMDB.



Complete, real-time visibility into hardware, software, and virtual asset inventory and usage.

Maintain a fully accurate, Common Service Data Model (CSDM)-compliant ServiceNow CMDB with the Service Graph Connector for Tanium. Stream and act on real-time, high-fidelity endpoint data.

- Online or offline, get up-to-date data on every device connected to any network, including software inventory and usage.
- Natively leverage ServiceNow platform capabilities and instantly integrate with ServiceNow Asset Management (SAM) and ServiceNow Hardware Asset Management (HAM).

Reduce costs from unnecessary hardware and software spend, as well as financial risk from audits and non-compliant assets.

Minimize point solution spend by knowing exactly what you own, what you're paying for, and how it's being used (or not).

- Optimize licenses, reclaim resources, and ensure you're only paying for what you need.
- Consolidate tools and costly integrations with network-agnostic visibility and control of Windows, Mac, and Linux devices.
- Automatically remove non-compliant software when used with ServiceNow SAM.
- Drive more value from the ServiceNow platform by collecting 20-30% more real-time data supporting strategic risk and compliance use cases.

Improve mean time to investigate (MTTI) and mean time to remediate (MTTR) SLAs, as well as the total experience for IT agents, employees, and customers.

Investigate, prioritize, and remediate incidents without switching between tools or chasing data.

- Act on endpoints (e.g., run script, restart services, deploy software packages) from the context of a ticket in ServiceNow and with a full audit history.
- Accurately map hardware, software, and dependencies in ServiceNow and confidently plan for changes to software and infrastructure.

“We’re integrating Tanium with our CMDB to enable users to self-service their patch scheduling, capture new builds with default patch schedules, improve reporting, and lift the burden from our operational staff.”

Timothy Bremm
Lead enterprise architect
Honeywell

Eliminate time-consuming, manual processes in the request and fulfillment of end-user software.

Automate software deployments on end-user machines with a self-service software catalog tied to procurement, approvals, and license pools.

- Empower end-users to request software that is applicable to their assigned devices without back-and-forth messaging or convoluted approval processes.
- Automate self-service software deployments through a native service catalog, including license allocation when used with SAM.

Leverage workflows and automate patch operations to proactively secure the IT environment – all tied to planned change management processes.

Plan for, schedule, prioritize, and deliver patches at scale through configuration item correlation and change management processes.

- Proactively mitigate risk, maintain compliance, and reduce disruption caused by gaps in outdated endpoints missing critical patches.
- Confidently plan patch deployments through the change lifecycle in ServiceNow.

“Organizations worldwide are facing sophisticated ransomware, attacks on the digital supply chain and deeply embedded vulnerabilities. The pandemic accelerated hybrid work and the shift to the cloud, challenging CISOs to secure an increasingly distributed enterprise – all while dealing with a shortage of skilled security staff.”

Peter Firstbrook
Research Vice President
Gartner

Tanium Solutions for ServiceNow

ServiceNow brings organizations of every size and in every industry smarter, faster, and better ways to work. With Tanium’s ServiceNow solutions, these organizations can maximize their investment in ServiceNow by leveraging real-time endpoint data that is accurate at any scale, no matter if the endpoint is physical, virtual, cloud-based, or IoT.

Tanium has integrated its industry-leading Converged Endpoint Management (XEM) platform with ServiceNow, the leader in Gartner Magic Quadrant for IT Service Management (ITSM) platforms for nine consecutive years. Tanium integration brings unparalleled visibility, real-time data, and proactive remediation to improve overall agent and user experiences.

Combining Tanium and ServiceNow can empower your IT and security operations workflows with accurate, real-time data. The capabilities extend beyond just funneling data into ServiceNow. With ServiceNow as the brains of an organization’s IT processes and Tanium acting as the eyes and hands, you can increase productivity and maximize your investment.

With Tanium ITX for ServiceNow, employees and customers can:

- View every network-connected asset on any network in your IT estate
- Improve SLAs and IT agent, employee, and customer experiences
- Accelerate ServiceNow CMDB implementations and platform adoption
- Consolidate tools, reduce manual efforts, and take control of end-to-end lifecycle management
- Reduce financial and security risk, and improve IT operations

Tanium ITX for ServiceNow unites IT Service Management, IT Asset Management, and IT Operations Management with real-time asset visibility and actionability through a complete, accurate, and up-to-date view of their enterprise hardware, software, and virtual asset inventory and usage in the ServiceNow CMDB. From self-service software deployments and usage-based revocation to incident remediation and planned patch operations, Tanium and ServiceNow work better together.

Business Differentiators

- Completely accurate, real-time visibility into hardware and software inventory and usage
- Consolidate tools, reduce manual efforts, eliminate customizations, and optimize spend
- End-user self-service deployments of software with defined lease periods, approvals, and license allocation
- Expedite the investigation, response, and remediation of incidents through automated workflows in ServiceNow
- Accelerate implementations and increase time-to-value of ServiceNow
- Confidently plan for changes while reducing mean time to investigate (MTTI) and mean time to remediate (MTTR) SLAs

Technical Differentiators

- CSDM-compliant, semi-hourly enrichment of the ServiceNow CMDB through a Service Graph connector — no matter the operating system or network connection
- Fully certified, CSDM-compliant ServiceNow integrations leveraging Tanium's patented linear chain architecture for real-time data and remediation
- Collect and correlate real-time vulnerability and compliance data with configuration items in the ServiceNow CMDB
- Automated patching tied to change management processes
- Enriched incidents with real-time endpoint data and actions
- Natively integrate with ServiceNow SAM, HAM, and Client Software Distribution (CSD)



Learn more about Tanium & ServiceNow

Discover how Tanium and ServiceNow can help your organization reduce cyber risks and increase control.