

Transforming your CMDB

A brief for financial services

75% of CMDB deployments fail because they are not built to handle today's huge volumes of frequently changing data

Gartner

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Modern financial institutions are more akin to IT and data-centric technology companies that deliver banking services compared to traditional lenders. As end-user expectations and competition continue to increase, market leaders increasingly rely on IT to drive digital and cloud transformation to provide better services faster and at a lower cost. IT departments must keep up as infrastructure continues to scale and grow in complexity, regulatory oversight and penalties increase, and the volume and complexity of cyberattacks rise. This has a significant impact on the number and variety of tools and devices deployed across an environment. That's why keeping an accurate inventory of IT assets in a CMDB is so essential for IT operations and security teams.

That's all well and good in theory. But in practice, CMDBs can't scale to handle the volume of data flows and devices in today's fast-moving, highly distributed financial services organisations. The complexity of managing IT is increasing as new technology platforms are brought in alongside legacy ones, leaving IT operations, risk, and security teams running an average of 43 operations and security management tools. This number of devices leads to out-of-date, incomplete, and often conflicting data across different groups and tools, hindering good decision-making. It also leaves teams unable to understand the interdependencies of systems, which means they can't make or track desired configuration changes rapidly at scale, increasing the risk of breaches and downtime. This is a significant effort associated with high cost and maintenance and rarely delivers the proper outcomes.

IT organisations spend up to 60 hours per week reconciling data from various sources to keep CMDBs current. Even then, CMDBs are still not timely or accurate. **According to Gartner**, "75% of CMDB deployments fail because they are not built to handle today's huge volumes of frequently-changing data". What's more, manually creating a ticket can take 20-30 minutes and up to 90 minutes to route to the right team. According to the **Digital Enterprise Journal** report, 82% of IT service desk tickets are not actionable.

A **global information analytics company** described the challenge first-hand. "Managing, tracking and controlling the software, licensing, and patch levels for tens of thousands of server instances is extremely challenging on its own," says Matt Reid, Elsevier's Technology Infrastructure and Operations Director. "Then amplify this with the transitory nature of these instances — in an environment that scales unpredictably and bidirectionally — and things quickly get really complicated."

The absence of a shared set of accurate, up-to-date, and actionable data across teams means that senior executives receive an overly optimistic view of key management metrics — giving them a false sense of security. This results in unnecessary complexity, siloed teams, and incomplete, inefficient processes that slow down innovation, increase costs, and drive risk.

Transforming your CMDB

If you're working with a legacy CMDB that's not pulling its weight, the critical element to know is that data is the heart of any CMDB. To provide your CMDB with accurate, comprehensive, and up-to-date data about endpoints, Tanium's XEM Core solution can help IT teams obtain the data they need for managing and securing endpoints. Tanium's endpoint management capabilities solve the problems that cause so many CMDBs to fall short. Here are some key reasons why:

- **Comprehensive endpoint data**

Tanium discovers the 10-20% of endpoints other IT management systems may miss, ensuring you are always seeing and collecting data from all your enterprise devices and adding to your CMDB.

- **Real-time data**

The Tanium platform provides real-time data about endpoints. IT operations teams no longer have to worry about the risk of working with stale data. They can trust that they're getting consistent, real-time configuration data, not last week's old data. With Tanium, you can automatically update all enterprise data as regularly as you wish (many customers update daily), ensuring your CMDB always has a current and complete view of your enterprise.

- **Align teams**

A current and complete CMDB ensures all teams have complete and consistent data to work from. Experience shows that sharing of complete, current, and common data helps remove barriers between security, operations, and compliance teams, closing the accountability gap and creating a symbiotic rather than silo-based process flow.

Fast, efficient, scalable performance drastically reduce the time it takes to perform critical business processes, such as patch management, asset inventory, incident response, to name a few. Tanium platform is built for flexibility, scalability, and reliability.

- **Optimise IT spend**

Close gaps in visibility created by siloed tools, gain comprehensive visibility of the environment, reduce infrastructure costs, and adapt to newer computing models, such as the cloud. Control your IT- and Software Assets, optimise your IT spending, and achieve value from your CMDB and SIEM investments.

- **Reduce risk**

Automate patching and compliance, reduce risk, and become compliant.

- **Proactive event and incident management**

Orchestrate and automate SecOps, and remediate incidents at speed and scale. Automate common IT tasks such as querying and patching endpoints. Automating this work helps IT teams create a self-healing IT environment that fixes problems before employees notice them.

What do Tanium customers say?

A global logistics organisation said, "We are "all in" with ServiceNow, but realise that ServiceNow was weak at discovering unmanaged assets. Tanium was simple, and Tanium's speed and scale was unrivaled."

A global insurance organisation said, "Tanium offers a way for us to provide visibility and telemetry to all of our complex data hosting environments around the globe."

A global bank said, "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."

A global manufacturer said, "I expected it to be fast, but it's still amazing to go and ask how many copies of a program are on machines and be told the answer in a matter of seconds."

Summary

Adopting Tanium to enhance your CMDB provides organisations with real-time data capabilities. Companies can gain unparalleled visibility into their IT environments. They can also establish a data-rich foundation for automating and optimising IT operations tasks.

Along the way, Tanium helps customers to simplify IT operations, improve efficiency, decrease the total cost of ownership, achieve compliance, and respond faster and more effectively to security incidents.