

# Chuck E. Cheese unlocks technology efficiency with AI-driven automations powered by Tanium

CEC improves efficiency with AI-driven automations, getting a 100% return on investment within the first 12 months.



## ORGANIZATION

CEC Entertainment Inc. ("CEC")

## INDUSTRY

Family Entertainment, Hospitality

## LOCATION

Irving, Texas

## REVENUE

\$1.2 billion (2023)

## NUMBER OF ENDPOINTS

5,000

Founded in 1977 and headquartered in Irving, TX, CEC Entertainment Inc. ("CEC") is a family entertainment and dining company that operates Chuck E. Cheese and Peter Piper Pizza. These venues offer a kid-friendly atmosphere and entertainment including arcade-style and skill-oriented games, rides, live shows, and other attractions.

In recent years, CEC's legacy IT tooling could not keep up with the sprawling business needs of its more than 650 locations, which put the resiliency of its technology operations at risk. A single downed point-of-sale terminal or a malfunctioning digital menu board could put a damper on a kid's birthday party. Over time, these IT outages can threaten a store's revenue targets.

A major drawback of CEC's legacy tooling was that it required IT practitioners to be physically present to troubleshoot endpoints and get them back online. This included monthly IT support for the organization's most critical endpoints, many of which were difficult to access, requiring a team of service technicians and, often, a ladder. When its IT staff were stretched thin and could not devote hours to in-person troubleshooting and repairs, CEC was forced to replace most downed endpoints, even in cases when the hardware was presumed fully functional.

With these challenges mounting, the time came for CEC to invest in additional IT infrastructure and hire additional staff to manage operations. That's when the company decided it was time for a digital transformation.

## CEC's three-pronged solution

To support CEC's digital transformation, Tanium provided three invaluable services: real-time asset inventory, patching and provisioning, and Autonomous Endpoint Management (AEM).

### Real-time asset inventory

Because a company can't protect what it can't see, CEC's transformation began with enriched asset inventory, backed by Tanium's real-time endpoint data. Tanium's out-of-the-box integration with ServiceNow syncs real-time data with CEC's CMDB and ITOM systems of record. Because of clean inventory data, CEC is now able to automate many of the organization's routine, labor-intensive operational tasks.

### Patching and provisioning

The Tanium platform provides CEC with low-touch, high-confidence and autonomous patching and provisioning processes. Since deployment, CEC has set up and automated patch lists across more than 99% of its IT estate. Similarly, bare-metal device provisioning went from an all-hands-on-deck, multi-day ordeal to a streamlined, one-click operation.

With Tanium, the moment a store's endpoints goes offline, CEC can now re-image the endpoint remotely using one of its functioning terminals as a temporary PXE server. Re-imaging its hardware has resolved more than 80% of CEC's downed endpoints—resulting in a significant reduction in unnecessary hardware replacements as well as substantial savings on IT staff travel time and associated expenses.

### Autonomous Endpoint Management

Furthermore, with Tanium AEM, CEC now harnesses AI-powered capabilities as these features become available.

For example, Tanium Ask, a foundational capability of Tanium AEM, leverages advanced large language model powered AI and real-time endpoint data to help users of all skill levels get accurate, current-state answers to complex IT and security questions using natural language—no scripting or query language required. With Tanium Ask, CEC now extends Tanium to additional teams for select self-service capabilities, saving CEC thousands of internal support tickets every year.



**“Tanium Ask makes the great power of Tanium accessible to teams who’ve never heard of Tanium before but are nevertheless now completely self-sufficient at fixing the environment in real time and at scale”**

**Jeremy Barnes**

Senior Manager of Infrastructure Operations, CEC Entertainment Inc.

## CEC improves efficiency with AI-driven automations, getting a 100% return on investment within the first 12 months

As detailed above, CEC enhanced its endpoint management processes with the implementation of Tanium's automation and AI solutions. According to Jeremy Barnes, Senior Manager of Infrastructure Operations at CEC, endpoint diagnostic and remediation tasks that once took two business days and required on-site visits are now resolved in under four hours through autonomous actions and remote oversight. The introduction of remote bare-metal provisioning has saved CEC \$250,000 annually in hardware replacements and service visits, and over 80% of previously retired endpoints are now kept in operation.

Overall, patching is now 99% autonomous, allowing the CEC team to focus on other efficiency improvements. CEC's teams can now access AI-powered self-service support that has eliminated thousands of service tickets each year, and the Service Desk can quickly resolve issues and apply fixes across thousands of devices, significantly reducing repetitive tickets.

For further information please visit [www.tanium.com](http://www.tanium.com)

“We saw a 100% ROI within 12 months for modernizing our device provisioning processes with Tanium. What used to take two business days and physically traveling to a location now takes less than four hours with autonomous actions supervised remotely from corporate headquarters.”

**Jeremy Barnes**

Senior Manager of Infrastructure Operations, CEC Entertainment Inc.



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