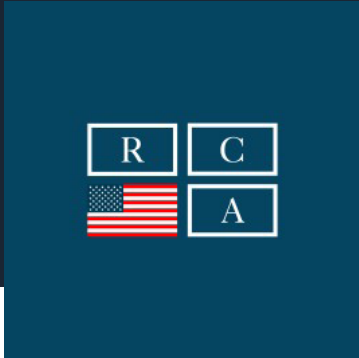


How Recovery Centers of America keeps endpoints operational with Tanium

The addiction treatment provider hopes to save 1 million lives. But its endpoint devices were too hard to manage, provision, or secure.



ORGANIZATION

Recovery
Centers of America

LOCATION

Pennsylvania

Recovery Centers of America, operator of a dozen addiction-treatment clinics in the eastern United States, is on a mission to save 1 million lives. To meet this ambitious goal, Recovery Centers requires full visibility into its thousands of endpoints. It must also ensure that these devices are protected by the latest patches, running free of malware, and configured with adequate components.

Until recently, that wasn't easy. Recovery Centers used a variety of endpoint tools that were difficult or even impossible to integrate. They also required manual work, couldn't scale, and left IT personnel in the dark about the organization's IT risk profile.

"We didn't really have a tool to know what vulnerabilities had to be fixed in our environment," recounts Kris Matura, a network engineer at Recovery Centers.

Adds CIO Lancer Seaman: "We were pretty much guessing."

Inadequately configured PCs presented Recovery Centers with another problem. The PCs, which are shared by nurses across shifts, get loaded with voluminous patient records. Indeed, the PC storage drives can fill up, rendering the PC system essentially unusable.

When this happened, the IT team had to wait for a nurse to report one of these PC overloads. Then an IT staffer would take the inoperable PC offline, upgrade it with a new, more capacious storage drive, transfer old data to the new drive, and finally bring the PC system back up.

For an organization dedicated to helping its clients, all these issues culminate into one serious problem. When Recovery Centers' IT endpoints are at risk, so is the organization's ability to offer the best possible patient treatment.

"Downtime," Seaman says, "can't be tolerated."

"Without Tanium, we would have to spend a lot more time patching our endpoints, our workstations, and our servers. We would definitely not have time to focus on other tasks that are coming up on a daily basis."

Kris Matura
Network Engineer,
Recovery Centers of America





Efficiency in a single package

The Recovery Centers of America team first learned about Tanium from another of its technology suppliers. That company knew CIO Lancer and his team were challenged by the need to both determine endpoint vulnerabilities and patch them quickly.

“We saw a Tanium demo,” Lancer recounts, “and immediately fell in love.”

Today, Recovery Centers is using Tanium in several ways, including endpoint patching and monitoring, software deployment, and inventory management. A different inventory management tool had been used previously, but it couldn’t scale sufficiently. Given the organization’s installed base across a dozen locations, that was a serious shortcoming.

Recovery Centers also uses Tanium to push application updates. The organization’s treatment advisors use special software tools that receive frequent updates. When an application update is made available by its supplier, Seaman and his team use Tanium to detect which endpoints run the applications, determine whether they need the update, and then push the update to the appropriate systems.

“That way,” Lancer says, “everyone has the most current and accurate data.”

Tanium is also helping Recovery Centers proactively monitor its PC hardware to determine whether any components — such as a CPU or storage drive — are being overused. When a PC’s storage drive is filled to capacity, Tanium automatically creates a ticket to address the issue, often before the end user is even aware of the problem.

Our ServiceNow integration is another important feature of the Tanium XEM platform at Recovery Centers. Through this combined ServiceNow and Tanium solution, our ServiceNow CMDB receives real-time and complete data on all of its endpoints, making our IT Operations run efficiently, which in turn provides a better customer and employee experience. Tanium was even a decision factor for Seaman and his team.

“Tanium was such a valuable component in our IT infrastructure that when we were considering a new Service Management platform, we wanted to ensure that it would integrate with Tanium,” Seaman says. “That was one of the reasons why we selected ServiceNow.” “With the Tanium and ServiceNow platforms working hand in hand, we can now see everything, which allows us to protect everything.”

Faster finding and fixing

Using Tanium, Recovery Centers of America discovered some 400,000 vulnerabilities across its endpoints, a huge risk. The organization then used Tanium to lower that number by 80 percent in just a little over two weeks.

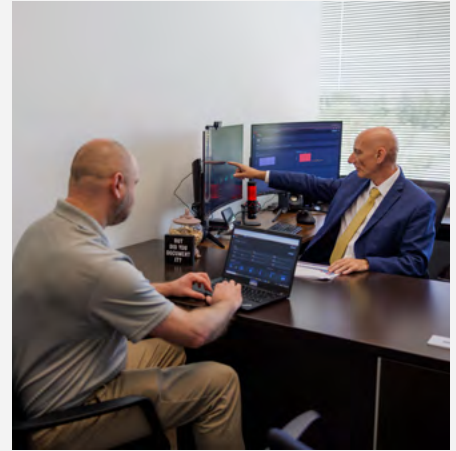
“Without Tanium,” says network engineer Kris, “we would have to spend a lot more time patching our endpoints, our workstations, and our servers. We would definitely not have time to focus on other tasks that are coming up on a daily basis.”

Also, because Tanium offers patch management, application deployment, and vulnerability detection in a single package, Recovery Centers of America no longer needs to license, operate, and maintain multiple tools. That's proven to be a big money-saver.

Indeed, adding Tanium was one of several changes Recovery Centers of America made to reduce the IT group's annual budget as a share of gross revenue. Over the last three years, the share of IT's annual budget has dropped from nearly 10 percent of gross revenue to just over 3 percent, Lancer says.

Recovery Centers of America has also integrated Tanium with ServiceNow to feed the CMDB with real-time and accurate data for its service management, change management, and asset management workflows. Now, when Tanium finds something amiss, it automatically creates a service ticket.

“Tanium allows me to sleep better at night,” Lancer says. “Now I know that we can identify what the risks are and that we can address them in a quick, timely manner. That's the power of Tanium and ServiceNow working together.”



Results

Vulnerabilities uncovered — and fixed fast

Using Tanium, Recovery Centers of America discovered 400,000 vulnerabilities across its endpoints. Tanium then helped the organization lower this number by 80 percent in just over two weeks.

Tools consolidated

Because Tanium combines multiple services in a single package, Recovery Centers no longer needs to license, operate, and maintain multiple endpoint tools..

IT costs lowered

Tanium helped Recovery Centers reduce the IT group's annual budget from nearly 10 percent of gross revenue to slightly over 3 percent.

CMDB integrated & automated

Tanium with ServiceNow feeds the CMDB with real-time and accurate data for its service management, change management, and asset management workflows. Now, when Tanium finds something amiss, it automatically creates a service ticket.

“Tanium allows me to sleep better at night. Now I know that we can identify what the risks are and that we can address them in a quick, timely manner.”

Lancer Seaman
CIO,
Recovery Centers of America



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