

CASE STUDY

VITAS Healthcare Updates 5,000 Endpoints Remotely in Two Months

The largest end-of-life care provider in the United States deployed the Tanium Platform to manage and secure devices that caregivers use at patient bedsides

In 2019, time was running out for VITAS Healthcare. The company needed to upgrade its 5,000 laptops to Windows 10 before Microsoft ended support for Windows 7 in just a few months.

For VITAS, such operating system updates traditionally required manual installation by an IT technician. For 5,000 machines, that would have taken as long as a year to complete.

But Mitch Teichman, senior manager of client engineering at VITAS, knew there was a better way.


By deploying the [Tanium Platform](#), Teichman and his team were able to remotely update 98 percent of all employee computers in two months, something that was previously impossible with the company's other endpoint management tools.

"Tanium paid for itself in six months," Teichman says

Critical patches? Remote workforce? No problem.

Since then, Tanium continues to pay big dividends for VITAS Healthcare. With Tanium, Teichman's team has also reduced software patching cycles from more than 30 days to less than two weeks, leaving plenty of time for software quality checks.

And most impressively, Tanium made the transition to supporting a distributed workforce during the pandemic remarkably easy. For example, just weeks after offices across the country shut down, Teichman's team needed to make a critical update to



Industry Healthcare	Revenues \$1 billion
Headquarters Miami, Florida	Endpoints 5,000
Employees 12,000	Tanium Products Tanium Platform

Key Benefits

- Saved time and money through expanded remote software updates
- Streamlined IT troubleshooting with real-time endpoint visibility
- Reduced software patching cycle from 30 days to 2 weeks

its electronic medical records (EMR) system.

With everyone working from home, company executives were concerned that this update would be difficult to carry out. But the process happened without a glitch.

"From all my experiences with Tanium, I knew this software update would be business as usual. And it was," Teichman says.



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Mitch Teichman
Senior Manager of
Client Engineering,
VITAS Healthcare

Managing remote devices, without VPNs

With Tanium, VITAS Healthcare's patching process has been transformed. Previously, the company's IT department struggled to keep up with the mounting needs for better management and security of its endpoints. Issuing patches, for example, was a matter of "push and pray," Teichman says.

"When you sent out a software patch, you just sat there hoping that it got to where it needed to go," he says.

That's because the VITAS team had little to no visibility into the software patching and updating status for many of its endpoints. If a device wasn't connected to a VPN, the team couldn't see critical details for that computer.

But Tanium helped VITAS gain control of its endpoints through real-time visibility of its devices. Tanium can see and manage endpoints anywhere, and it doesn't require a VPN connection to do so.

Now with Tanium, the VITAS team patches software in a comfortable two-week cycle. They could go even faster, but this cadence allows the VITAS quality assurance team to test patches before releasing them to the endpoints.

A single source of truth for endpoints

VITAS Healthcare is continuing to find new ways to use Tanium to dramatically simplify and improve its endpoint software patching and updating process.

For example, the Tanium Platform's unified reporting is bringing a host of benefits to the company.

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These improvements, in turn, are helping VITAS respond rapidly to shifting regulatory demands and the need for frequent software updates.

In essence, the Tanium Platform provides VITAS Healthcare with a single system of record for its devices, their software configurations, and their status.

The Tanium dashboard highlights all activities and issues, including endpoints undergoing updates, those that have successfully completed, and those that have failed to update, along with the reasons why.

"We now live in complete harmony when it comes to reporting with the security team," Teichman says. "It's a beautiful thing. The numbers we see are the same numbers they see."



[Tanium](#) offers an endpoint management and security platform built for the world's most demanding IT environments. Many of the world's largest and most sophisticated organizations — including nearly half of the Fortune 100, top retailers and financial institutions, and multiple branches of the U.S. Armed Forces — rely on Tanium to make confident decisions, operate efficiently, and remain resilient against disruption. Visit us at www.tanium.com and follow us on [LinkedIn](#) and [Twitter](#).