

# Family & Children's Services keep systems secure with Tanium

Community mental-health center protects thousands of new endpoints with Tanium, requiring only minimal expansion of the IT staff.



In support of their communities, human-services organizations work one-on-one with people in need. In today's digital world, these organizations also work with a lot of technology. And those IT systems need to be kept safe and secure.

Take Family and Children's Services, a community mental-health center based in Tulsa, Oklahoma. Its 1,200 employees support children and adults across Oklahoma with more than 75 programs, including family counseling, child abuse and trauma support, and help with substance abuse and addiction.

Founded in 1921, FCS today serves some 153,000 people a year, most of them poor enough to qualify for federal aid. FCS also offers services in more than 50 local schools.

"We heal hurting and abused children," says Dee Harris, FCS's chief strategic engagement officer. "We strengthen families, and we provide hope and a pathway to recovery for those battling mental illness and addiction."

The programs can be highly effective. For example, since the launch of FCS's Women in Recovery program, Oklahoma's female incarceration rate has dropped by more than 70%, Dee says.

## ORGANIZATION

Family and  
Children's Services

## LOCATION

Tulsa, Oklahoma

Among those who have received help from FCS is Jahna Youngpeter. She graduated from the organization's Women in Recovery program in 2012, and today she's employed by FCS as a recovery support specialist certified behavioral health coach and case manager. "[FCS] changed my life," Jahna says.

FCS also works hard to keep its IT systems safe and secure. "Security is always our number-one priority," says CIO Brent Harris. "Nothing would bring this agency down faster than a breach."

Brent and his colleagues also strive to control costs by boosting IT efficiencies and automating as much as possible. "Every dollar we save," he says, "is a dollar that goes directly to help people in our community."



**"Tanium has been a critical tool to having more confidence. Now, what we think is reality on our network is actual reality."**

**Brent Harris**  
CIO, Family & Children's Services



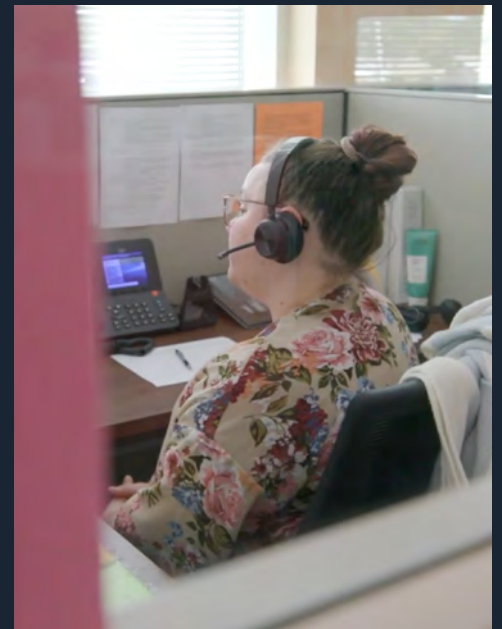
## Single pane of glass – really!

To keep FCS systems efficient and secure, CIO Brent and his team are constantly on the lookout for new solutions. During Brent's initial eight years with FCS, he has overseen the replacement of multiple network detection and response (NDR) and endpoint tools, as well as several elements of the organization's security stack and both URL and email filtering. "We never rest on what we have," Brent says.

This ongoing quest led Brent to Tanium. He was intrigued enough to attend Tanium Converge, the company's annual user conference, in 2022, and liked what he saw. "Tanium filled some gaps for us," he says. "I'd never actually seen a product that really was a single pane of glass, but that's what we've gotten with Tanium. That's where we were sold."

More specifically, Tanium promised to tie together the various security tools FCS was already using. Tanium also offered Brent the ability to add automation. That was important because, during the Covid-19 pandemic, FCS issued some 2,000 endpoint devices to clients for telehealth services. That's in addition to the 1,500 or so endpoints used by FCS employees.

Tanium also promised to strengthen FCS's compliance efforts, an important benefit as the organization's data is regulated by the U.S. Health Insurance Portability and Accountability Act (HIPAA), a federal law that protects sensitive patient information from being disclosed without a patient's knowledge or consent. "All healthcare data is highly sensitive," Brent says, "so it's important to keep that data safe."





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## Valuable insight

Tanium started delivering value to FCS even before it was fully installed. During a pilot of the solution, Tanium helped FCS discover non-compliant software tools. “We learned a lot of things about our network and endpoints that we didn’t know before,” says Brent.

Once Tanium was installed, FCS discovered endpoints on its network that previous tools had overlooked. “Some of our tools didn’t work as well as we thought they had,” Brent says. “With Tanium, we have insight into everything we have. That’s very valuable.”

Tanium has also helped Brent manage growth and costs. Over the last five years, FCS overall has doubled in size. Yet with Tanium’s help, especially around automation, Brent hasn’t had to grow the IT staff nearly as quickly. That’s lowered the organization’s IT cost per program, and it also helped Brent control his spending on staff.

One area of growth came during the Covid-19 pandemic, when FCS distributed literally thousands of endpoint devices to clients to enable telehealth services. Unfortunately, FCS also discovered that its older security tools were not providing a full picture of those endpoints. Now, with Tanium, the picture is complete. “Knowing what we have on our network,” Brent says, “is absolutely critical.”



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**Brent Harris**  
CIO, Family & Children’s Services

## Results overview

### Discover non-compliant software

During an initial pilot, Tanium helped FCS discover non-compliant software tools. "We learned a lot of things about our network and endpoints that we didn't know before," says CIO Brent Harris.

### Don't expand. Automate.

Over the last five years, FCS has doubled in size. Yet with help from Tanium, the IT staff hasn't had to grow nearly as quickly. That's essentially lowered the organization's IT cost per program.

### Gain visibility

With Tanium, FCS has discovered endpoints on its network that previous tools had overlooked. "Some of our tools didn't work as well as we thought they had," CIO Brent Harris says. "With Tanium, we have insight into everything we have. That's very valuable."



Tanium, the industry's only provider of converged endpoint management (XEM), leads the paradigm shift in legacy approaches to managing complex security and technology environments. Only Tanium protects every team, endpoint, and workflow from cyber threats by integrating IT, Compliance, Security, and Risk into a single platform that delivers comprehensive visibility across devices, a unified set of controls, and a common taxonomy for a single shared purpose: to protect critical information and infrastructure at scale. More than half of the Fortune 100 and the U.S. armed forces trust Tanium to protect people; defend data; secure systems; and see and control every endpoint, team, and workflow everywhere. That's the power of certainty.

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