

Enhanced Digital Employee Experience

Optimized by real-time monitoring, automated self-remediation, and secure remote desktop capabilities.



Identifying endpoint issues, remediating them, and improving digital employee experiences shouldn't be hard or expensive.

Tanium offers a comprehensive solution to these challenges. By integrating real-time monitoring, automated self-remediation, rapid incident investigation, and secure remote desktop capabilities, Tanium provides a unified approach to endpoint management. This synergy not only enhances IT efficiency and security, but also significantly improves employee satisfaction, making it an indispensable toolset for modern organizations.

Tanium Overview

Gathering endpoint data and user experience feedback to understand employee experience and enhance productivity

1. Tanium Performance

Users often suffer in silence. When they do open tickets, IT doesn't always know where to look first. Tanium Performance monitors real-time data on key endpoint and application performance metrics, providing IT with the visibility needed to drive increased customer and employee satisfaction. Use it for:

- **Proactive monitoring:** Identifying and addressing issues before they impact users.
- **Real-time data:** Using performance and event data to spot systemic and one-off issues.
- **Decision making:** Leveraging historical data to make informed decisions and improve IT efficiencies (e.g. transitioning from scheduled to performance-based refresh cycles).



2. Tanium Engage

Employees may be unproductive while waiting for IT support. IT wants to know how well they are meeting user's needs. Tanium Engage helps both groups through:

- **Automated self-remediation:** Allowing employees to resolve issues without help desk intervention.
- **Proactive notifications:** Improve communication about IT and non-IT related business issues.
- **Employee sentiment analysis:** Collecting feedback through surveys to assess and improve digital experiences.

3. Tanium Investigate

80% of the mean time to resolve is spent in the investigation phase¹. With deep probing capabilities, Tanium Investigate is designed to improve Mean Time to Resolution (MTTR) associated with even the most complex IT issues through:

- **Rapid incident investigation:** Using real-time and historical data to identify root causes quickly.
- **Collaborative workspace:** Enabling teams to work together seamlessly to resolve incidents.
- **Comprehensive remediation:** Offering tools to fully remediate incidents at scale.

4. Tanium ScreenMeet

How can you provide secure, seamless remote desktop support, and enable IT teams to resolve user issues quickly and efficiently from any location? Tanium ScreenMeet integrates screen-sharing capabilities into the Tanium platform, offering:

- **Seamless integration:** Providing one-click remote desktop sessions from managed and unmanaged endpoints.
- **Enhanced security:** Ensuring secure remote access with role-based controls and the ability to reduce RDP vulnerabilities.
- **Cross-platform support:** Supporting both Windows and Mac environments.

References:

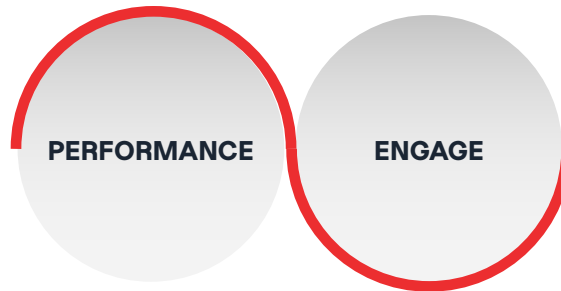
1. <https://www.ibm.com/reports/data-breach>

How they work together

These products are part of the Tanium platform, which provides a unified approach to endpoint management and security. Here's how they complement each other:

Performance and Engage:

While Performance monitors and identifies quantitative issues, Engage allows employees to self-remediate qualitative issues, reducing help desk workload and improving user satisfaction.



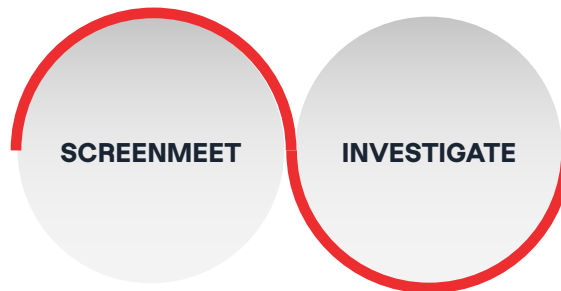
Investigate and Performance:

Investigate uses data from Performance to quickly identify and resolve incidents, reducing downtime and improving overall system health.



ScreenMeet and Investigate:

ScreenMeet enhances Investigate by providing remote desktop remediation capabilities, allowing IT teams to resolve issues directly on the user's machine without physical presence.



By integrating Performance, Engage, Investigate, and ScreenMeet, organizations can achieve a holistic approach to endpoint management, ensuring a secure, efficient, and satisfying digital experience for all users.



Benefits of using them together

Using this combined functionality offers several benefits for IT operations, security, and support teams:

- **Streamlined operations:** By converging tools across IT operations, security, and risk management, the integration provides a single platform for complete visibility and control. This helps in making informed IT decisions and reduces the complexity of managing multiple solutions.
- **Improved efficiency:** Automated self-remediation and rapid incident resolution reduce the burden on IT teams.
- **Enhanced productivity:** The integration allows for seamless screen sharing and remote desktop sessions, which can significantly reduce the time needed to resolve issues. Adopters have reported a 35% increase² in first-call resolutions and a reduction in case handling time from days to less than half a day.
- **Improved security and compliance:** Tanium's screen-sharing services, powered by ScreenMeet, provide best-in-class security with SOC3 certification and AES-256-bit encryption. This ensures that all data transmitted is secure and compliant with regulations like GDPR³.
- **Enhanced user experience:** Continuous monitoring and feedback collection ensure higher levels of employee performance.
- **Comprehensive visibility:** Real-time and historical data provide a complete view of endpoint health and performance.
- **Cost savings:** Reduced downtime and efficient incident management lead to significant cost savings.

ServiceNow enhancement

Performance, Engage, Investigate, and ScreenMeet integrate with ServiceNow to provide a comprehensive platform for endpoint management and IT service management. The combined solution enables:

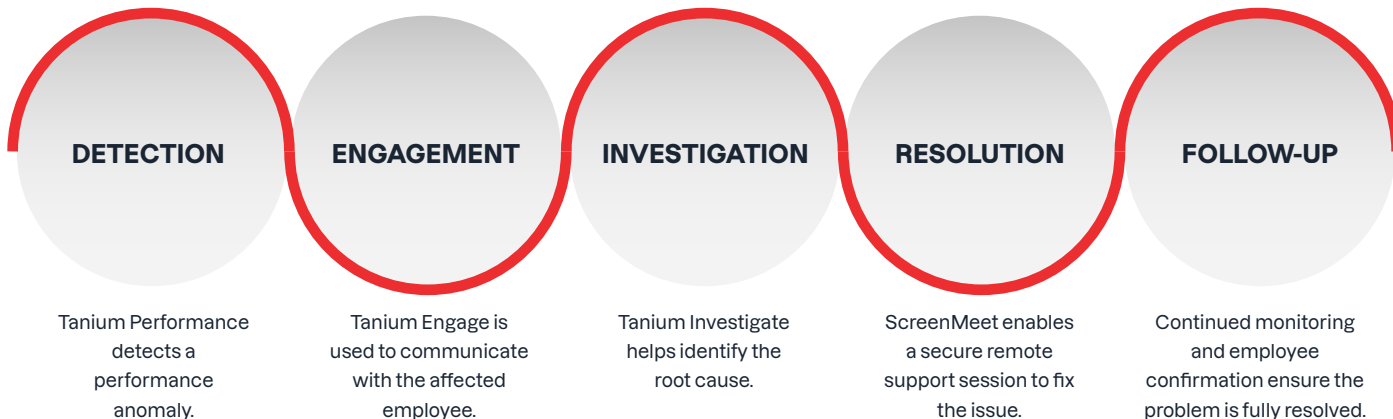
- **Real-time visibility and control:** Tanium provides real-time endpoint data directly within the ServiceNow console, enabling faster issue resolution and improved asset management.
- **Automated workflows:** Integration with ServiceNow ITSM automates incident management and remediation processes, reducing manual efforts and increasing efficiency.
- **Enhanced user support:** ScreenMeet's remote desktop capabilities allow IT teams to provide secure, immediate support, improving user satisfaction and reducing downtime.

References:

2. <https://www.tanium.com/partners/screenmeet/spotlight/>

3. <https://www.tanium.com/resources/tanium-and-screenmeet/>

Use case: Resolving a performance issue on an employee's computer



Step 1: Identify the issue with Tanium Performance

- Tanium Performance continuously monitors endpoint performance metrics such as CPU usage, memory consumption, and disk activity.
- An alert is triggered when an employee's computer shows unusually high CPU usage over an extended period.

Step 2: Engage with the employee using Tanium Engage

- The IT support team uses Tanium Engage to communicate directly with the employee.
- Through Engage, the support team can survey the employee to understand the extent to which the CPU issue is impacting their work, then escalate as needed.

Step 3: Investigate the root cause with Tanium Investigate

- Using Tanium Investigate, the support team remotely accesses detailed forensic data from the affected endpoint and creates a collaborative investigation.
- They analyze logs, running processes, and system configurations to pinpoint the root cause of the high CPU usage. For instance, they might discover a rogue process consuming excessive resources.

Step 4: Remote support session with ScreenMeet

- To resolve the issue efficiently, the support team initiates a remote desktop session using ScreenMeet.
- During the session, they can take control of the employee's computer, terminate the rogue process, and apply necessary fixes.
- The session is secure, with all data encrypted to ensure compliance with security standards.

Step 5: Monitor and confirm resolution

- After resolving the issue, the support team continues to monitor the endpoint using Tanium Performance to ensure that the fix is effective, and that the system returns to normal performance levels.
- They follow up with the employee via Tanium Engage to confirm that the issue is resolved, and that the employee's productivity is restored.

This integrated workflow enhances the efficiency and effectiveness of IT support, ensuring quick resolution of performance issues while maintaining high security and compliance standards.



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Connect with a member of our team to see these solutions in action.

[See Tanium Live](#)

Tanium Performance, Engage, Investigate, and ScreenMeet are key components of the Tanium platform.

The Tanium platform offers comprehensive IT operations and security management from a single agent. It delivers complete, accurate, and real-time endpoint data, regardless of scale or IT complexity, and uses minimal infrastructure. Tanium provides the visibility and control you need to continuously manage endpoint risk.



The Power of Certainty.™

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