

# Tanium Introspect UI for ServiceNow

Increase agent productivity and resolve incidents faster with real-time performance data, live endpoint control, and immediate remediation actions.



95% of professionals believe IT issues disrupt employees' digital experience in their organization, hindering productivity and diminishing workplace morale.

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Tanium Introspect UI for ServiceNow provides a live interface for making critical performance data readily available directly from the ServiceNow console, enabling IT agents to more efficiently and effectively remediate incidents and enact changes. All without the need for remote access software or interrupting employee workflows.

**Don't waste another person-hour this year working with incomplete data, constant context switching, and point solution tools that increase your Mean Time to Investigate (MTTI) and Mean Time to Resolution (MTTR).**

In a typical situation, an IT agent receives a ticket from an end user that complains of poor performance on their laptop, application crashes or system crashes. The IT agent might begin by responding to the user, asking when they're free. Then they wait for a reply and play musical chairs with calendars for hours, if not days, trying to connect.

Finally, the agent does connect with the employee and gets their asset tag or whatever information they need to remote into their machine. Only then can the agent begin troubleshooting the issue. After checking the crash logs or performance stats, the agent eventually identifies the issue: a misbehaving service that was somehow started manually. The agent then stops or restarts the service, and the issue is finally resolved.

This entire process took much longer than it needed to. During this process, neither the agent nor the employee can be productive. All of which hurts IT's credibility and worsens the employee experience. Additionally, while the agent and employee are spending time troubleshooting a technology issue, their customers are not getting the attention they need, resulting in increased churn and lost revenue.



A sales executive is on-site with a customer and running into performance issues with their laptop, preventing them from properly demonstrating capabilities that they traveled to be on-site for. The employee opens a high-urgency ticket to request support and then waits for an IT agent to send them a request to take remote control of their laptop and diagnose the issue. However, the agent runs into connection issues due to the employee being on the customer's guest network.

**Tanium Introspect UI for ServiceNow** enables IT agents and administrators to get the endpoint performance data they need without context-switching between point solutions. View running processes and real-time data, investigate application crashes, and take action on endpoints without interrupting end users or requiring remote access.

- **Increase IT agent and administrator productivity.** Eliminate the need for context switching in order to get the most up-to-date information about devices related to incidents and changes. Launch Tanium Introspect UI from within an incident or change record in ServiceNow without switching tabs or applications.
- **Proactively investigate endpoints without remote interruption.** Enhance the employee experience by resolving issues on devices without needing to involve the affected user. Access live employee endpoint performance data without any remote control or interruption of user workflows.
- **Reduce customer churn and increase revenue.** Quickly resolve issues on endpoints, so that IT agents and employees can spend their time focusing on customers – not coordinating troubleshooting sessions. View and remediate performance events, kill processes, and start system services – all from an incident or change record.

**Tanium Introspect UI for ServiceNow provides a one-click live interface that allows IT agents to view and act on real-time endpoint data, without leaving the context of where they're working in ServiceNow.**

**Key capabilities available in a live interface inside of ServiceNow include the ability to:**

- See overall performance stats (including CPU, RAM and system disk utilization)
- See data refreshed live while the UI is open or on-demand
- See all running processes on a machine, including their CPU and RAM utilization
- Sort by CPU/memory utilization to see top offenders for performance issues
- Kill a specific process with one button
- See all services on the endpoint, including their current status and "startup mode" (automatic or manual)
- Start, stop, or restart any service
- See recent application and system crashes from an endpoint, to assist with asynchronous troubleshooting

## Combining the Tanium XEM platform capabilities with the ITSM capabilities in ServiceNow provides a better total experience for the IT agent, employee and customer.

The Tanium Converged Endpoint Management (XEM) 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 XEM provides visibility, control, and remediation needed to help you continuously manage your organization's endpoint risk.



### DEMO OUR SOLUTION

Schedule a demonstration to see Tanium XEM live and to visualize exactly how our solution can transform your endpoint management and security.

[Schedule a demo](#)



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™.

Visit us at [www.tanium.com](http://www.tanium.com) and follow us on [LinkedIn](#) and [Twitter](#).

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