Tanium Software Management for ServiceNow

Automate the deployment and revocation of software
using service catalog requests in ServiceNow.

32% of workers say they'd quit their job if technology 'was a barrier to their ability to do good work.

Learn more →

Tanium Software Management for ServiceNow enables an administrator to manage software lifecycles (e.g., deployment, patching, revocation) from service catalog requests using the Tanium platform. You can also integrate with ServiceNow Software Asset Management (SAM Professional or Foundation) to manage license information of the deployed software.

Has this ever happened to you?

An employee in the marketing team needs access to new software on their laptop so that they can open design files that were sent to them by a partner. The employee opens a ticket to procure a license and request access to the software. But a week later the ticket remains open, the employee still does not have access, and the marketing project is running into delays.

Don't waste another person-hour this year manually approving, installing, and removing software from employee devices.

In a typical scenario, when an employee needs new software installed on their machine, they create a request with an IT agent and then wait. The IT agent might need to validate that licenses are available, or that the requested software is compatible with the employee's device. Depending on the type of software requested, agents may additionally need to submit a software request for approval.

Employees are used to being able to get software on their own devices without needing to jump through so many hoops. They are able to navigate to app stores on their mobile devices and immediately install new applications, with details about licensing and pricing available up-front.

Manual software requests and deployments lead to bad employee experiences for both end-users and IT agents. Additionally, while employees wait for software to be installed on their devices, customers are often affected by delays in productivity.

Tanium Software Management for ServiceNow enables self-service of software deployments from service catalog requests. Fully automate the deployment and revocation of software, and leverage built-in processes around approvals, lease periods, and even license information via ServiceNow Software Asset Management (SAM Professional or SAM Foundation)**.**

- **Automate the deployment and revocation of software.** Fully automate the deployment and revocation of software on employee devices via the Tanium platform. Automatically deploy and revoke software directly from inside ServiceNow.

- **Enable employees to self-service software deployments.** Allow employees to choose desired software from dynamic lists in the Service Catalog. Enable employees to deploy software to their own devices via self-service.

- **Track licenses and manage software spend.** Leverage ServiceNow Software Asset Management to track licenses, remove unauthorized software, and manage costs. Natively integrate with ServiceNow Software Asset Management for license and unauthorized software tracking.

Leverage the Tanium platform within ServiceNow for automated deployment and revocation of software using service catalog requests

Quickly create all records necessary to deploy software from service catalog requests

Tanium Software Management for ServiceNow is pre-configured to map to the expected ServiceNow objects and data structure. Enable administrators to easily create all the records necessary to deploy software from service catalog requests, including software models and catalog items.

- Helpers quickly create all records necessary to deploy software from ServiceNow Service Catalog requests.

Automate software deployment and revocation

Software deployment and revocation via Tanium Software Management for ServiceNow. Automate the deployment and revocation of software from the Tanium platform. You can define lease periods for software distributed from the Service Catalog and leverage custom flows for approvals and further automation.

Integration with ServiceNow Software Asset Management (SAM) to manage license information of the deployed software.

Combine automated software deployments with license and unauthorized software tracking with the Tanium platform and ServiceNow Software Asset Management (SAM). Track software usage through license management, flag unauthorized software for removal, and manage costs with software spend detection.

- Integration with ServiceNow Software Asset Management (SAM).

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

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 visibility, control, and remediation needed to help you continuously manage your organization's endpoint risk.