Tanium Engage

Engage with employees to automatically resolve their digital employee experience issues and assess their sentiment and satisfaction.

58%

of U.S. workers can work remotely at least 1 day per week.

38%

of U.S. workers can work remotely full time.

47%

of employees experience high friction in their digital employee experience.

Keep your employees happy, productive, and satisfied. Tanium gives you real-time visibility into the health of your employees' applications and endpoints, tells you how they feel about their digital employee experience, and provides automation to fix the issues they may encounter — all from a single platform.

Your challenge: You've carefully crafted your employees' digital employee experience. Do you know how productive and satisfied they are with it?

Recently, most employees worked in the office, where it was easier to manage their digital employee experience. They worked from provisioned endpoints, deployed applications that often ran on-premises, and had a dedicated support team just down the hall. Problems surfaced quickly and casually and were remediated immediately.

Today, most employees work remotely, at least part-time, and the digital employee experience has become more important — and harder to manage — than ever. Employees use their own endpoints, connectivity is more complex, and support teams work apart from employees and lack visibility into the application and performance issues they encounter.

The result?

- Employees suffer in silence with poor-performing endpoints and applications and often create ineffective workarounds to solve issues on their own.

- IT only learns about digital employee experience issues when they receive a help desk ticket, and are caught in a cycle of firefighting issues in a one-off, reactive manner.

- Organizations lack the visibility and feedback loop they need to make digital employee experience a strategic, trackable issue they can systematically measure, improve, and make more satisfying employees.

"I've spent my entire career focusing on end-user experience and trying to get vendors and organizations to prioritize it, so I really like seeing tools like Tanium's Digital Employee Experience coming to the marketplace to help keep end users happy and productive while lightening the load on IT departments."

Gabe Knuth
Senior Analyst, Enterprise Strategy Group

Your solution: Tanium Engage — a single tool to automate, assess, and improve employee satisfaction with their digital employee experience.

Tanium gives you a single tool to monitor and manage your employees' work experience — no matter where they work. Tanium monitors real-time data on key endpoint and application performance metrics and gives you the tools to drive increased employee satisfaction with a solution that can fix experience issues in seconds.

Give your employees a satisfying, high-performance digital employee experience without overloading IT support.

Automatically find and fix digital employee experience issues

Continuously monitor the health of your employees' endpoints and applications. Identify the 10% of issues that create 90% of your help desk tickets, run automated self-healing to detect those issues in real time, and remediate them remotely.

- Monitor for standard and custom performance issues
- Give employees automated self-healing workflows to fix issues on their own
- Notify employees about issues impacting their experience
- Reduce help desk tickets and burden on IT support
- Allow IT teams to focus on more strategic projects

Learn how employees feel about their digital employee experience

Create surveys to gauge how employees feel about their endpoint and application performance, and create a feedback loop to measure and improve employee satisfaction with their digital employee experience.

- Proactively assess your employees' sentiment
- Create custom surveys and deploy them anytime
- Determine if automation and self-help workflows are successfully resolving issues
- Notify users about how they can better take advantage of their digital employee experiences

Systematically improve your digital employee experience

Know exactly how each employee feels about their digital employee experiences and make managing and improving them a pillar of your IT strategy. Run advanced quantitative and qualitative reports to assess the performance of Engage's automation and self-help workflows, and the results of all of your custom sentiment surveys. Use these insights to pinpoint trouble spots, create action plans to improve them, and drive increased employee satisfaction and sentiment.

- Measure and baseline the sentiment and satisfaction the entire organization as well as each individual employee
- Analyze employee sentiment surveys and develop improvement plans
- Increase your digital employee experience and user sentiment scores over time
- Quantify the reduction in help desk tickets and load
- Learn and quantify the impact of automation and self-help workflows

Take advantage of a comprehensive digital employee experience solution using the Engage and Performance modules together.

The Performance module complements the Engage module's self-service remediation workflows and employee sentiment surveying with additional capabilities to monitor for events and performance indicators that may be impacting your end user and employees' digital experiences — no matter where they are. It gives you real-time visibility into the critical end user and digital employee experience metrics related to hardware resource consumption as well as application and system health.

Tanium Performance is a key component of Tanium's Converged Endpoint Management (XEM) 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 XEM provides the visibility and control you need to continuously manage endpoint risk.

Tanium, the industry's only provider of converge endpoint managemen (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 and follow us on LinkedIn and Twitter.