Tanium Performance

Monitor, investigate, and remediate endpoint and service performance issues quickly and at scale.

> "When we get a user complaining that their PC is running slow, with Tanium we can articulate why — and provide that information to IT ops."

Doug Shepherd
Senior director, Offensive security services, JLL

Keep your employees and customers digital experience optimized and performing. Tanium gives you real-time visibility into the hardware resource consumption of endpoints serving employees' and customers as well as the performance of applications and service-related digital experiences.

Identifying issues and improving employee and customer digital experiences shouldn't be hard or expensive

Most IT organizations lack or have inadequate visibility into performance issues that effecting employee and customer digital experiences. And in the age of remote work, the problem has only gotten worse. Employees either suffer in silence or create workarounds to address performance issues on their own. This results in a significant number of incidents that go unresolved, leading to a decline in employee productivity and satisfaction.

When investigating and digital experience issues, IT teams often resort to manual troubleshooting processes. These cumbersome approaches fail to identify the root cause due to a lack of historical data from the time incidents occurred. Consequently, systemic underlying issues go undiscovered and can't be proactively addressed at scale.

Unfortunately, existing point solutions are often costly for enterprise-wide use, requiring additional agents, infrastructure, and maintenance investments. Existing tools also lack comprehensive investigation and remediation capabilities, leaving organizations shorthanded to fix issues.

But there is a better way to maintain and improve employee digital experiences.

Your solution: Tanium Performance — a single tool to monitor, measure, and improve the performance of your employee and customer digital experiences at scale

Tanium gives you a single tool to monitor and manage your employees and customer digital experiences — no matter where they are. Tanium monitors real-time data on key endpoint and application performance metrics and gives IT the visibility they need to drive increased employee and customer satisfaction with their digital experiences.

With Tanium Performance:

- Improve the digital employee experience across your organization and services using real-time performance and event data to spot and remediate issues across your entire environment.

- Reduce IT costs and improve efficiency using proactive monitoring and customizable thresholds that can spot issues before they result in wide-scale productivity impact or outages.

- Use Performance Score* to baseline the performance and health of your digital work experiences and use historical and real-time data to define plans to increase them.

Benefits of Tanium Performance

Improve employee and customer experiences

- **Analyze and evaluate employee and customer digital experiences.** Analyze the employee's work experience using performance and event data across an environment. Understand commonalities between trends, such as top resource-consuming processes by computer models. Dive deeper into results by filtering endpoint data by computer group and time period.

- **Resolve issues noninvasively.** In a modern distributed environment, find and fix problems without requiring employee interaction. Review historical and current performance data as well as browse the endpoint file system, all from the Tanium console, without disrupting the employee's workday. The result: increased customer and employee satisfaction and productivity.

Make better decisions

- Identify patterns and insights on changes that may be adversely affecting your environment. Determine the impact of software or hardware changes by measuring resource consumption and employee experience metrics over time, and across specific endpoint types. For example, measure the effects of a patch or use historical data to decide when you should retire devices.

*Performance Score requires licensing of Engage module.   2

Reduce costs with improved IT efficiencies

- **Monitor and be notified about critical performance and other metrics.** Proactively monitor metrics related to hardware resource consumption as well as application and system health. Define custom performance and event thresholds that can send notifications to the IT team before issues have wide-scale productivity impact or result in outages.

- **Quickly troubleshoot with context.** Investigate issues on endpoints using live and historical process-level resource consumption data and combine this with a rich set of attributes about each endpoint to better identify root causes. With this you can reduce the costs associated with maintaining optimized digital experiences for employees and customers and free up IT resources to pursue more strategic work.

Boost your organization's DEX Performance Scores

- **Get insights into performance and health metrics on all your endpoints.** With Performance Score, IT gets an aggregate organizational wide metric that represents the performance and health of digital employee experiences across all your endpoints. This metric can be tracked over time and is designed to help IT quickly identify and resolve systemic issues and opportunities for improvement. Performance scores are also calculated for each endpoint which can be grouped and managed to the needs of specific workloads and services, groups of employees or at the individual level. With a Performance Score, you can monitor and manage your progress as you work to ensure that every employee's digital experience is optimized — leading to increased reliability, availability and ultimately satisfaction.

Take advantage of a comprehensive Digital Employee Experience solution using the Engage and Performance modules together.

The Engage module complements the Performance module's performance and event monitoring with additional capabilities to monitor, manage, and assess employee digital experiences — no matter where they are. It gives you real-time visibility into the health of applications and endpoints, provides self-service automation to fix the issues employees may encounter, and enables IT to determine how employees feel about their digital work experiences using surveys and reports.

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.